كلية الآداب
قسم علم الاجتماع والخدمة الاجتماعية

رسالة بعنوان

العنف ضد الأطباء في مستشفيات القطاع العام الأردني
منظور تفاعلي رمزي

Violence Against Doctors In The Hospitals Of Public Sector: Symbolic Interaction Perspective.

إعداد الطالبة

سهير ناصر الرواش

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إعداد الطالبة

سهير ناصر الرواش

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الإهداء

NJdž Ǐ ýdžơ LJdž Ĭ!ǫ .. ƨǗƱƙǇƒ LJĂþƪ ƇƠƱƶ!ƒ ŎǇdžǊƵ LJdž Ĭ!ǫ .. ƨǦƥĂ!ƒĂ ƚƪŏnj!ǴƜ Ÿƒ NJǊǊǂ LJdž Ĭ!ǫ

ƨǗƱƙǇƒ ýĂƱ þƶƪ ǤnjƼǗƱƥ LJǦơ þƥ ƭƨǤdžƛ ăƨƙ! ǁ ƨdžƵ ŎƼ þdžö LJǊ Ÿƒ LJdž ĂƞƨǊ .. ƨǦƤƙƼƒ ý ǂƪ

.. þƪŨƒ Ĭ!ǫĂ þƷ!ƒ ŎƼĂ ǊĂö!ƒ Ǥnjƪ ĭþƙNjǊ ƥĂƞǇ ǁƙǦdžǊǂ Ĭǀƪƙ ǏĂ

(ƦǏƦƴǁ ăǫǁƐNj)

ƨ ǏĂ ǀǦöơ!ƒ ƚdž Ǐƪ Ĭ!ǫ .. ŎǇǤƼƙ!ƒĂ LJǤǇơ!ƒ ĬǇƶdž Ĭ!ǫĂ Ɣơ!ƒ ĬǇƶdž Ĭ!ǫ .. ǀǦöơ!ƒ ŎƼ Ŏǂűdž Ĭ!ǫ

þĂƞĂ!ƒ

Ɣ öǤƪơ!ƒ ĬǊƩǊ Ĭ!ǫ ŎơƒƨƞǊ ǊǏǊǊƪ ǤnjǇǤǇơĂ ŎơǤƞǇ ƨ Ǐ ǤNjƋǦƵþ LJǦǂ LJdž Ĭ!ǫ

(ƪǤƴǤƟǁƐ ĬǊǆ)

ŎƪƨþƭöƼƨ Ĭ!ƒ

ǀĂƱƤƪ ǀĂƱƤ.......ǊǊơ!ƒ ĂơǇ ŎƶdžƨǦ Ǐ LJdž Ĭ!ƒ

Ǧƶdž ǇǤǇþ ƮơĂ Ǧƶdž ǇǤǇƨƦƪ

Ÿƒ LJƦǤƪ Ǧƶdž Ĭǀƪǀ ǏĂ

(ƒ ƴǤƟǁƐ ĬǗNjƦ)

ŎƞĂƨ þ!ƒĂ ƨƤƙƼǊĂ þƒþƨǊ NJƪĂ ǊǊƶ!ƒ Ĭ!ǫ ŎǇƶƼþ LJdž Ĭ!ǫ ƚöơưƙ!ƒĂ ƚ!ĂƞƧ!ƒ ƨdžƨ Ĭ!ǫ

(Σ ƐNjþǁƐ ƦƴƷ ǫƴ ƨ ǁƐ)

. ŎǇƒĂƤǫĂ ŎƙƒĂƤǊ Ĭ!ǫ ĭþƒƋƼ ǊNjƒƨǂƦƪ ǅnjǊǊöĂ ŎƥĂƨƵ ŎƼ ĭƨƞö ǊnjƪơLJdž Ĭ!ǫ

الشكر والتقدير

الحمد لله رب العالمين والصلاة والسلام على سيد المرسلين، واله وصحبه أجمعين.

لا يسعني بعد أن انتهيت من إعداد هذه الرسالة إلا أن تقدم بجزيل الشكر والعرفان بعد شكر الله تعالى إلى الدكتور الفاضل محمد حوراني الذي شرفني بقبوله الإشراف على هذه الرسالة، والذي كان له الفضل الكبير بعد الله تعالى بتطويرها وإخراجها إلى حيز الوجود.

كما أتقدم بأسمى آيات الشكر والتقدير والعرفان وعظيم الامتنان إلى الأساتذة أعضاء لجنة المناقشة على قبولهم مناقشة هذه الرسالة وإثرائها بملاحظاتهم القيمة.

كما أتقدم بجزيل الشكر والتقدير إلى أساتذتي في جامعة اليرموك الذين كانوا خير مربين ساهموا في تكوين شخصيتي العلمية والتربوية.

كما أتقدم بجزيل الشكر والتقدير إلى أعضاء جمعية حماية الكوادر الطبية الذين ساعدوني بالوصول إلى مجموعة من الأطباء المعنفين لإجراء المقابلة معهم.

سهير الرواش

ƕǓƟǓƬǊǂǁ !ǊǰƀǁǋǰÜƑǀƪǗǁ ƕǄǑǝƑƽ

ƕƟƨƬǁǁ	ǌǰǊǂƟǅǁǁ	!ƽƀǁǁ
21	ƇƓƕƱǕƒ ƀư ƻǈƶǁ! ǂǑƧǑƪƽƙ!ƒĂ ǂǑǁǆƶ!ƒ ƘƓǈĂǂǆ!ƒ	1
28	ƇƓƕƱǕƒ ýƓƶƼǕ ǂǑƧǑƪƽƙ!ƒ ǂǑǁǆƶ!ƒ	2
35	ƔǑƕƱ!ƒ ýƕƥ Ǉǆ ƻǈƶ!ƒ ƀǑƶƬƙ ǂǑ!ƈ	3
38	ƻǈƶǁ! ǑǁƵƓƽƙ!ƒ ƻƥǆ!ƒ ƧĂƱƙ ǂǑ!ƈ	4
74	ƯǑƧǆ!ƒ ýƕƥ Ǉǆ ƻƥĂǆ!ƒ ƖƧƓƛƒ	5
81	ƔǑƕƱ!ƒ ýƕƥ Ǉǆ ƻƥĂǆ!ƒ ƖƧƓƛƒ	6
83	ǂǑƕƱ!ƒ ǂƪƪƋǆ!ƒ ýƕƥ Ǉǆ ƻƥĂǆ!ƒ ƖƧƓƛƒ	7
88	ǇǑƧƓƛƙƪǆ!ƒ ǅǌƕƧƓƥƊ ĂƊ Ǐ ưƧǆ!ƒ ƇƒƽƼ ƇƓƕƱǕƒ ƘƓƽƧƬƙ	8

ƼΘǘǊǁǁ ƕǊǎǝƑƼ

ƕΘƻTǁǁ	ǌǋƗΘǊǁǁ	!ƼƥǁǁƐ
126	ƗǊƕǤƖǆǎ!ƒ	1
127	ƗǆǎǌǆǎƏ ýǒǌʅƙ ƔǤƙƗ	2

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ƕDŽǭʂDŽǁɛ

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Ǳǒùƿ ǏǁƵ Ɣǒƕƻ!f ƧĂƥ ǐĂƙơǒĂÜ ǑƵǴdžƙɳǕf Ɣǉǵɳ!f Ănj ǑǉǴƛ!f Ɣǉǵɳ!fĂ Ǒƕƻ!f Ɣǉǵɳ!f Ănj ýĂǕf

.NƕɳfĂƕ ǱǴǒl!f Ɣǒƕƻ!f ǏǁƵ Ǒǁdžƙ ƘǴǒƿǕƤǱĂ ƧǒǒǴƶdžĂ

ǇĂùǂǒ ǴdžǉǫĂ ƗǒƥƧƺ!f Ɣǒƕƻ!f ƘǴɳǴǒƙơǕ Ɨɳǒƙǉ ǇĂǂǒ Ǖ Ơǒƨdžǁ! Ɣǒƕƻ!f ƜǕƵ ǇƎ5 ǁ!Ʀ!

Ƙùƪǒ!Ă ƻùƿĂdž!f ǏùǁƵ ƧƱǒƪƙ Ǒƙ!f ǑNj Ơǒƨdž!f ƗǒNjǴ5Ƨ5 ÜɣdžƙɳdžǁǴ! Ɨǒơƪ!f ƘǴɳǴǒƙơǕ Ɨɳǒƙǉ

Ǵùnjǒɳ Ăƙ Ǵnjɳ Ădž Ƙƪǒ!Ă ƗƵǴdžɳ!f ƗdžƥƤ! Ǵnjɳ Ădž ǇĂǂǒ Ɣǒƕƻ!f ƧĂƥ5 ÜƗǒƪƤƬ!f Ɣǒƕƻ!f ƘǴdžǴdžƙNjf

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Ǳùnjƺ!f ƩǴùƪD ǏùǁƵ ƗùdžƑǴƿ Ơǒƨdž!fĂ Ɣǒƕƻ!f Ǉǒƕ Ɨƿǖƶ!f ǇD ǏǁƵ ƨǉĂƪƧǴƕ ƥǂD ƥƿĂ

Ǒù5 ǁƧǴùƬǒ Ǵùdžnjǉdž ǖǂ ǇD Ɨǒơ ǴdžnjǉǒƕƧfĂƥǕf Ɨǒ!ƥǴƕƙ ǏǁƵĂ Ơǒƨdž!fĂ Ɣǒƕƻ!f Ǉǒƕ ǁƧƙƬdž!f

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(93،1993ÜƧdžƵ).ƧĂƥ!f fƦnj! ǴƶƿĂƙdž ƧƤǕf ǇĂǂǒĂ ǉƧĂƥ

Ǐù!ǫ fĂƕNjƦĂ Ü ƨǉĂǴƪƧǴƕ ǉDƥƕ ǐƦ!f ƧĂƬƙ!f fƦnj ƨƧƥǉǴƪĂ Ăǂ ǁƧǖǂ Ǉdž ýǂ ƥlƙǉf ƥƿĂ

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(204 Ü2000 ÜǑƕǁɳ!f) .ƳfƧƬĂ ƧƙĂƙ ƘǴƿǖƵ

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.ƘǴƶdžǴɳ!f Ǒ5Ă ƩƧfƥdž!f Ǒ5 ǴNjƥɳǉ Ǵdž fƧǒƛǂ Ǉǂ! ÜƻƱl5 ǴǴƕƻǕf

(16 ،2008)

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(257،2011).

(28,2008).

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[illegible] (25) [illegible] (27) (2011)

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DžnjFǴŏķʅƒĂ ǈŏþŏ5ķʅdž!ƒ Ǵư Ƨ DžþƵĂ ŧŏdžĂŧơ!ƒ ƘǴŏ5Tķʅdž!ƒ Ŏ5 ŧŏơ Ʈ!ƒ ƘǴdžþƤ!ƒ ĭ þƧķ ǈD Ĭ Ƶ ýþŏ

. ƒ ǴƤ!ƒ ƳǴƱl!ƒ ǈdž ƧȝŧD DžǴƶ!ƒ ƳǴƱl!ƒ Ŏ5 ǴƒþķƵŰƒ ƘŬǴơ ƧƒƧŧķ Ŏ5 Ƨŏ ŧ ƧĂþ Ŋ! ŧdžþƤ!ƒ ǈdž

Džʅρ Ŏ5 ƨŧƧķķ ǴǴƱŰƒ þư ƻǉƶ!ƒ lƧŊǴƱ ǈǴ5 DžǴʅρǖ! ŧʅǉ!Ǵ ǴdžD ƘǴƵǴƱl! ŧʅǉ!Ǵ ƒŖǋ

(2012) DžǴƶ! ŧơ Ʈ!ƒ lƧƒƨĂ ƘǴǉǴŏ ƔʅơĂ ǈŏƶηƒƧdž!ƒ ǈdž ƒƧŏ ŧ ǴƱǴƱķŧƒ þnjTŏ ĭ Ŗ!ƒ ƏƧƒĂƱ!ƒ

Ƨŏƺ ŧ!Ǵơ (999318) Ă ŧƒƧǴƱ ŧ!Ǵơ (688426) Ƙƒƨƒ ƨĂ! ŧƶǴķ!ƒ Ŏ5ǴTdž!ƒ ýŏdžη ƘƶηƒƧ

Ŏ5 Ǵdžǉŏ (%40.8) ŧƒƧǴƱ!ƒ ƘŬǴơ!ƒ ŧʅǉ Ƙǉǵŧ ŧ ŏơ (1687744) ƘŬǴơ!ƒ ƳĂdžηdžĂ ŧƒƧǴƱ

ŧ!Ǵơ (čĐěĔĐēđ) ŧƒƧǴƱ!ƒ ƧŏƺĂ ŧ!Ǵơ (972447) ŧƒƧǴƱ!ƒ ƘŬǴơ!ƒ ƳĂdžηdž ǈǴŧ 2011 DžǴƵ

lƧƒƨĂ) .(ďě,Đ) ŧƒƧǴƱ!ƒ ƘŬǴơ!ƒ ŧʅǉ Ƙǉǵŧ ŧ ŏơ ŧ!Ǵơ (ĎĐēČěĎĎ) ƘŬǴơ!ƒ ƳĂdžηdžĂ

(2012Üŧơ Ʈ!ƒ

Ǵdž ǁ!Ŗ Ĭ Ƶ ýþD Σŏ!Ă ÜƏƧƒĂƱ!ƒ Džʅρ Ŋǉdž Ŏǉǵƶŏ ĭ Ŗ!ƒ ýƒǴnj!ƒ Ʊƺư!ƒ Ơư Ăŏ ƒŖǋĂ

Ŏ5 ǈD" Ƙƒƨŏƨ ĭ þǴnj!ƒ þƵ ƧŏTʅ!ƒ Ĭ 5Tķʅdž Ƨŏþdž ƧǴTD ŧ ŏơ ŧŏǉƒþŏdž!ƒ ƧŏƧǴlķ!ƒ Ưƶ ǉƧnjŪķ

15 Ăơǉ þơƒĂ!ƒ DžǴƶ!ƒ ýűƤ Ǵnjŏ5 Džķķ ǴŏƱ ƒƨŧƧdž 750Ă ÜlƧƒƨĂ! ǴƶǴķ Ĭ 5Tķʅdž 31 ǈþƧŰƒ

ýŏρ lƧƒƨĂ! ŧƶǴķ!ƒ ƘǴŏ5Tķʅdž!ƒ þþƵƒ ǈD Ĭ Ƶ ýþŏ ƒŖǋĂ (2010Üþƺ!ƒ) ."ŧŏƱ lƧǴŏƨ ǈĂŏdž

.Ǵnjŏ!ǫ ǈþ5ƒĂķŏ ǈŏŖ!ƒ ǈŏƶηƒƧdž!ƒ þƒþƵǖ! ŧʅǉ!Ǵ

ŧ!Ǵơ 100 ƔƧǴlŏ Ǵdž ǈD " :ƏƧƒĂƱ!ƒ Ŏ5 ǈŏdžǴƶ!ƒ ǴǴƱŰƒ þơD ýĂlŏ ƧƤƈ ƧŏƧlķ Ŏ5Ă

ŧŏƱ!ƒ ƘűƤþķ!ƒ ŎƵþķʅķĂ ŧƒƧǴƱ ǈĂŧķ ŧ!Ǵơ (25) .þơƒĂ!ƒ Ƙ5T!ƒ Ŏ5 ƏƧƒĂƱ!ƒ Džʅρ ýηƒƧķ

ǁƧķ Ǵnjǉŧ! ŧŏơ Ʈ!ƒ ƨŧƒƧdž!ƒ Ŏ5 ǴnjηűƵ ǈŧdžŏ ŧŏρǴ!ƒ (75) ù!ƒ ƘŬǴơ!ƒĂ ǴnjķǴŏơ ŖǴlǉŰ ŧƶŏƧʅ!ƒ

ýĂlŏ ăƧƤD ŧnjη ǈdž ǈŧ!Ă .(2011 ÜƧĂʅǉ!ƒ) "Ŏư ŏƧdžķ!ƒ ƧþǴŧ!ƒĂ ǴǴƱŰƒ Ĭ Ƶ Ʊƺư ķĂ ýdžƶ!ƒ

(DžnjƧǴρDĂ Ĭ ư Ƨdž!ƒ) ƏƧƒĂƱ!ƒ ŎƶηƒƧdž ŊǉTķ Ɣʅ ǈD Ŭǫ :ŧŏ!ǴŧTŰƒ ƧŊĂη ǴơƧǴT Ŋķƒ Ŗ Ɣŏ Ʊ!ƒ

ŎNj ljŘNjĂ .(2011 ÜƧĂ˥Ǉ!ƒ) " ĎĭĠďžƙNjŮĠħ ƧϸηŰƒĂ ǶơŰƒ ŎNj NJƙ!Ġơ LJđħ ăƧŏ ѵηƒƧďž ý‡ LJĐ ĂNj

ɊηĂƙ˥ƙ ĠnjLjđħ ƧžTƙ ӘƧƒĂƱ!ƒ Ĭ!ǫ ϸƧƙ Ŏƙ!ƒ Ɨ!Ġơ ƗƑďž!ƒ ÜĈĠħƱƱŰƒ ƘƒƧŏϸlƙ LJƵ ǂϸŏžħ ÜƗlŏlơ!ƒ

.ƗŏĂ!ĂĐ ƘƒŘ ĠnjLjĐĂ ƗƑƧĠƱ!ƒ Ɨη!Ġžďž!ƒ

Ġŏħ˥Lj ƗžƽƙƧďž ƗŏďžĂ‡ơ!ƒ ƘĠŏƽTƙ˥ďž!ƒ Ĭ!ǫ ϸƧƙ Ŏƙ!ƒ ƗƑƧĠƱ!ƒ ƘŮĠơ!ƒ ϸϸƵ LJĐ ŎljžŏƒŘNjĂ

ƘĠŏƽTƙ˥ďž!ƒ NJƽĂƙ˥ƙ Ďĭ! ĭŘ!ƒ ƧďžŰƒ ĂNjĂ ƘƒϸžďžĂ ƗŏħƱ ƧϸƒĂ‡Ă lƧ˥ĐĂ LJ‡ĠďžĐ ƧƽĂƙ Ĭ!ǫ ШĠƙơƙĂ

25) ƧŏTħ!ƒ ĬƽTƙ˥ďž! LJŏžηƒƧďž!ƒ ϸϸƵ Ƹħŏ" ÜýĠƛďž!ƒ ýŏħ˥ Ĭžƽ . ƗħĂƱďž!ƒ lƧĂȚ!Ġħ ƗŏďžĂ‡ơ!ƒ

ƧĂƨŏĂ Üƻ UĂďž 500Ă ƻŮĉ ƗƛŭƛŎħƱ!ƒ ƧϸĠ‡!ƒ ϸϸƵ NJŏƽ Ƹħŏ ƘpĂ Ŏƽ ÜĠŏďžĂŏ ƯŏƧďž (ƻ!Đ

(2012ÜĭĐƧ!ƒ) "ѵηƒƧďž ƻŮĐ (10) ĎĭĠ˥pŰƒĂ ƘƒϸĠŏž!ƒ

ĠnjLjďž ÜƘĠŏƽTƙ˥ďž (9) Ƹħŏ ĈĠpƧƨ!ƒ ƗLjŏϸďž Ŏƽ ƘĠŏƽTƙ˥ďž!ƒ ϸϸƵ" LJǫ Ƨ‡Ř!Ġħ Ƨŏϸη!ƒ LJďžĂ

(950.000) Ƹħŏ ŎLjĠ‡˥ ϸƒϸžƙħ ŎďžĂ‡ơ ƧƤĉĂ ĭƧ‡˥Ƶ ϸơƒĂĂ ƒĠƤ!ƒ ҮĠƱl!ƒ Ŏƽ Ɨžħ˥

ĠďžĠƵ ĠħŏħƱ 45 ĎĭƯŏ" ĭŘ!ƒ ŎďžĂ‡ơ!ƒ ǶƧƽďž!ƒ ĬƽTƙ˥ďž! Ɨħ˥Lj!Ġħ Ġďžǫ Ü (2012ÜĭĐƧ!ƒ)".LJƱƒĂďž

ӘƧƒĂƱ ƧŏƧ˥ 14 ÜĬŀ‡ ýŏ˥ƺ ƨĠnjη 12Ă ƒƧŏƧ˥ 72 ϸηĂŏĂ ƗƯƧďžďžĂ ĠƯƧďžďž360 ĠŏƑĠȚƤĐĂ

ƗďžϸĠl!ƒ ƗƑƧĠƱ!ƒ ƘŮĠơ!ƒ lƧƛ‡ Ɋ˥ħ ljƧŏħ‡ ƘĠƱĂƺƯ LJďž ŎLjĠžŏ NJLjƒ Ůǫ ÜƗƛŏƛơ ƗŏĠLjƵ ljƧ˥ĉ 7Ă

ϸl!Ă ÜLJŏŏƧĂ˥!ƒ LJŏƑηŭ! ĭƧƙƵƨ!ƒ ĎŏƤďž LJďž ƗħžȚ!ƒ ƘŮĠơ!ƒĂ ĠŏƧĂ˥ ѵďž Ɨŏ϶Ăϸơ!ƒ ƨ‡ƒƧďž!ƒ LJďž

ĬƯĂƽ!ƒĂ ƘĠƱĂƺƯ!ƒ LJďž ýŏŀlƙŀ! ĈƒƧηǫ ĭĐ ŘƤƙƙ Ďĭ! ĬƽTƙ˥ďž!ƒ LJĐ ǶƧƽďž!ƒ NJƱƽĠơďž ĂLjƱƒĂďž ϸ‡Đ

(2013Üϸ NjĠT!ƒ) "ĬƽTƙ˥ďž!ƒ ýƤƒϸ lϸĂηĂďž!ƒ

Ʃ‡ž!ƒ ĬŀƵ ýħ ǶƧƽďž!ƒ ĬƽTƙ˥ďž LJďž ýĠơ ýƯƽĐ ŎďžĂ‡ơ!ƒ ĠƛďžƧ!ƒ ĬƽTƙ˥ďž LJ‡ƙ Ďĭ! Ġďž‡

Ŏƽ ƒ lLj LJďž ŎLjĠžŏ ƩĠ˥Űƒ Ŏƽ ĬƽTƙ˥ďž!ƒ LJĠħ" ƧŏƧĠlƙ!ƒ ăϸơǫ Ŏƽ LJŏLjƱƒĂďž!ƒ ϸơĐ ϸ‡Đ ƗŏơLJ

LJĠ‡˥ LJďž ƻ!Đ 150 Ŏ!ƒĂơ ĬƽTƙ˥ďž!ƒ ĎϸƤŏ ƗŏơĈƒĂŀ!ƒ LJĠ‡˥! lϸŏƒƨƙďž!ƒ ϸƒϸƵŰƒ ƗŏƱƺƙ! ƧϸƒĂ‡!ƒ

[illegible]

CǴȟƱǕƒ ŧȟǴǀǈǰ ƘĂƮ Ĭ!ƨ ǴǰƙĂƮ Ǳư ǈǰ ǴǰǈǰȡȟǴǳƑƒƥ ƧƧŧǈǰĂ Ü ǲǌǰŏǀ5ƒƧǳ ĂǅǏ Ĭư ƧǳŽ!ƒ ýȟƿ ǇǳŽ CǴȟƱǕƒ

ǇŏƥƙƶǳŽ!ƒ ĬǁƵ CǴƵƥǗǴȟ ǲĂǀŏ! ŎǈǰƥǳŽ!ƒ ǲǴƶ!ƒ ŎǳǴơǳŽ!ƒ ƧĂƥ ýŏƶ5ƙ ǀƧĂƧưȟ ýƒƨƙ ǴǳŽĂ Ƙȟ!ǴƱ Ŏƙ!ƒ

ŧȟǴǀǈǰ ĭǅƧ ĂǋǰǴǳŽĂ ÜĬư ƧǳŽ!ƒ ĬǁƵ CǴȟƱǕƒ -ƘƒƇƒƥƙƵƒ½ ǇƵ ƒȒǴǳŽ Ǉŧ!Ă ÜŧǳŽŧǴơǳŽǁ! ǲǌǰǳŽŏƥǀƙĂ

Ǵ5ƿĂǳŽ ăĂǴŧƬ!ƒ ǀƧ׀ŧ ǱƩƧ ǴǌǰǈǰǳŽ ƴǳŽƪǈǰ ǱǼ! ƒȒǴǳŽ!Ă ÜĆǴȟƱǕƒ Ưƶȟ! ŧŏǈǰǌǰǳŽ!ƒ ƘƒƨĂǴƞƙ!ƒ Ŏ5 CǴȟƱǕƒ

ÜǴǌǰƑǴưƵǅ ǇƵ ƳǴ5ƥ!Ǵȟ ŧŏǈǰƶǳŽ ŧȟǴǀǈǰ!ƒ ƘǈǰǴŧ ƒȒƨĂ ÜƘƒƨĂǴƞƙ!ƒ ĂǅǏ ƘƒƇƒƥƙƵǗƒ ǈǰȒǋǰ ƥư ǴǳŽƨǴơ

ýȟǀƙ ýǋǰĂ ÜǊ! ƧƮƙǈǰŏĂ ƯŏƧǳŽ!ƒ ǇƵ ƴ5ƒƥŏ ǇǳŽ5 ÜǴǌǰƙǴȟƞƒĂ ǲŏǳŽƮ Ŏ5 ĂǋǰĂ ÜǲǌǰƿĂǀơ! ƧǴƮƙǈǰǗƒĂ

ƒĂƨĂǴƞƙ ĂǅǏ ƒĂƑƱƤƒ ƒȒƨ CǴȟƱǕƒ ĬǁƵ CǴƵƥǗǴȟ ǲĂǀŏ! ŎǈǰƥǳŽ!ƒ ǲǴƶ!ƒ ŎǳǴơǳŽ!ƒ ƧĂƥ ýŏƶ5ƙ ŧȟǴǀǈǰ!ƒ

(2008ÜƧĂƙƪƥ!ƒ)".ŧǳŽŧǴơǳŽ!ƒ Ĭ!ƨ Ŏ!Ǵƙ!Ǵȟ ǲǌǰǳŽŏƥǀƙĂ ǲǌǰƙǈǰǌǰǳŽ ýĂƮǅ

ǀƑyĩƥƪŧǁǫ ƥǋǰƬƨǴ 5ŧyŦǅǁǫ :ƱǴƐƥǁǫ ǲǋǰǀǅǁǫ

ƒ ǴƤ ýŧƬȟ ŧŏȟƱ!ƒ ŧƪƪƋǳŽ!ƒ ƘǴƶŏƧƬƙĂ ǲǴƶ ýŧƬȟ ŎǈǰƥƧǕƒ ƴǳŽƙƞǳŽ!ƒ ƘǴƶŏƧƬƙ Ƨȟƙƶƙ

Ƨŏƺ Ŏǌǰ5 ŎǈǰƥƧǕƒ ƴǳŽƙƞǳŽ!ƒ ƘǴƶŏƧƬƙ! ŧȟƪǈǰ!Ǵȟ5 ǇŏǈǰƱƒĂǳŽ!ƒ ýȟƿ ǇǳŽ ǊŧƧƥǳŽ ƧŏƺĂ ŧơưƒĂ Ƨŏƺ

CǴǌǰƞĂĂ ƧƑǴƬƶ!ƒ ǇŏǈǰƒĂƿ ǊǳŽŧơƙ ǴŏƧƑǴƬƵ ǴƶǳŽƙƞǳŽ ŎǈǰƥƧǕƒ ƴǳŽƙƞǳŽ!ƒ Ƨȟƙƶŏ ǴǳŽŧĂÜ ǴŏƶƿƒĂ ǊǀȟƱǳŽ

ǇǳŽ ǱƩƧ!Ǵȟ CǴư!ǀ!ƒ Ĭ!ƨ ýĂơƙ Ǖ ƴǳŽƙƞǳŽ!ƒ Ŏ5 ŧƥơƙ Ŏƙ!ƒ ýŧǴƬǳŽ!ƒ Ɣǁƺǅ ǇǅŧŏơÜƧƑǴƬƶ!ƒ

Ʊƺưǁ! CĂƞǁ!ƒ ƭŏƧƱ ǇƵ ƘűŧƬǳŽ!ƒ ǁǁƙ ýơ! ƧƑǴƬƶ!ƒ CǴǌǰƞĂ ýƤƥƙŏ ǴǳŽ Ǵȟ!Ǵƺ ýȟ ǊƙƧĂƱƤ

ƘǴȟĂǀƵ ǇĂƥ ǴǳŽǌǰǈǰŏȟ ǴǳŽŏ5 Ơ!ǴƮƙ!ƒĂ ŎǈǰǴƞ!ƒ ǇƵ ǊǀƠ ƱǴǀƪǗ ǊŏǁƵ ĭƥƙƶǳŽ!ƒ ƳǴǈǰƿǗ ŎƵǴǳŽƙƞǗƒ

ƻǈǰƶ!ƒ ǀƥǴŏƨ Ŏ5 ǴǳŽǌǰǳŽ Ǵȟǀȟƪ ƧȟƙƶŏĂ ƴǳŽƙƞǳŽ!ƒ ýŧǴƬǳŽ ǀƧĂƱƤĂ ǀƥơ ǇǳŽ ƥŏƨŏ ƧǳŽǕƒ ƒȒǋĂ

ƴƞƬŏĂ ǲǌǰƶƞƬŏĂ ǁ!Ȓȟ ǇĂƥǴǳŽƙŏ ŧȟĂǀƶ! ǇĂưƧƶŏ ǗĂ CƒƥƙƵǗƒ ǇĂƪƧǴǳŽŏ ǇŏȒ!ƒ ǇǕ ÜŎƶǳŽƙƞǳŽ!ƒ

ƻǈǰƶ!ƒ ǊŏǴŧƬƨ ƧȟƙƶĂ ÜǊƵƥƒƧ ŧȟĂǀƵ ǇĂƥĂ ƻĂƤ ǇĂƥ ǊƙƪƧǴǳŽǳŽĂ CƒƥƙƵǗƒ ƧƒƧǳŽƙƪƒ ĬǁƵ ǲǋǰƧŏƺ

ǁ!Ȓ Ĭ!ƨ ƘƧǴƬǅ ƥǀ!Ă ƧƑǴƬƶ!ƒ CǴǌǰĂ ƭŏƧƱ ǇƵ ýơƙ Ŏƙ!ƒ ƘűŧƬǳŽ!ƒ ǈǰȒǋǰ ƥơǅ CǴȟƱǕƒ ƥư

ƚհƿƓƶǆ ǏǛƵ ýǆƶ!ƒ ƚǀƠ Ŏ5 ƻƶư!ƒ ƚƱǀǉ ǇƓհ" :ƔƙƓǂ!ƒ ýǍǀŏ ƨŏƨƓǀƙ!ƒ ƥơƊ Ŏ55 ƚŏǉƒƥŏǆ!ƒ ƨŏƨƓǀƙ!ƒ

ýƨƓǉƙ!Ɠհ ǅǌǉŏǚƵ ƇƒƥƙƵǛƒ ǅƙŏ ǇŏŖ!ƒ ƇƓհƱǛƒ ǅƓŏƿ Ŏ5 ýǇǆƙƙ ƚŏհƱ!ƒ ƨƥƒǍǂ!ƒ ǏǛƵ Ǉŏƥƙƶǆ!ƒǍ ǇŏƑŏƪǆ!ƒ

Ŏǆơŏ ƇƓƱƩ ƱǍƺư!ƒ ǉŖǋ ƘƱƵƊ Ɠǆǆ ƚƽǛƙƤǆ ƚŏƵƓǆƙƞƒ ƱǍƺư ƚƞŏƙǉ ŎƮƤƮ!ƒ ǅǌǉǀơ ǇƵ

ƚհǍǀƵ ǇǆƙƤ ƻǍƤ ǇǍƥ ǋƙƪƨƓǆǆǍ ƇƒƥƙƵǛƒ ƨƒƨǆƙƪƒ ǏǛƵ ǅǋǊƨŏƩ ýƞƮŏǍ ǅǌƶƞƮŏǍ ǇŏƥƙƶǆǂƒƩ

Ŏƙ!ƒ ǛƇƓհƱǛƒ ǏǛƵ ƇƒƥƙƵǛƒ ǀƨǋƓƲ Ǉǌ" ƨƤƊ ƨŏƨǀƙ Ŏ5ǍǛ (2011ǛƨǍŏǉ ǛƻŏƱ!ƒ) " .ǊƵƥƒƨ

ƘǛƤƒƥƙǍ ǅǌǉհƞƒǍ ƚŏƥƌƙ ƇƓǉƙƊ ƇƓհƱǛƒ Ŏǆơŏ ƓǀհƓƪ ƥƥơǆ ŏǉǍǉƓƿ ƒ ǉ ƔƓŏƩ Ɣհƪհ ǏǆƓǉƙƙ

ƘƒƨƞƓƮǆ!ƒǍ ƘƓǉƪǚǆ!ƒ ǇǆǍ % 95 ŏǌƙǉƙ ǀ!Ŗ! ǛƇƒƥƙƵǛƒ ƳǍƿǍ ƥƶհ ƚơ!ƓƮǆ!ƒ ƥƮǉƙ ƚŏƨƑƓƮƵ

ƚơƮ!ƒ ǀƨƒƨǍ Ŏ5 ǇŏǂǍƑƪǆ Ɣƪơհ ǛǏƨƒƥǛƒ ǅǂƓơ!ƒ ǍƊ ƇƓưǀ!ƒ Ǐ!ǐ ýǀƙǉƙ ǇƊ ýհƿ ƚŏơ! ƚƪǍհ ùհ

(2010 ǛǇŏƶ!ƒ) ".ƚǆƓƵ ƘƓŏ5ƮƙƪǆǍ

ǇǍǂŏ Ǜ Ɠհ!Ɠƺ ƇƓư!!ƒ ǇƊ" ƚŏհƱ!ƒ ƨƥƒǂ!ƒ ƚŏƓǆơ ƚŏƶǆǊ ƩŏƑƨ ǀ!Ŗ Ǐ!ǐ ƨƓƮƊ Ɠǆǂǅ

ùհ ƚǉƓƶƙƪǛ! ǏƥƙƶǆƤ!ƒ ƨƱưŏ ǐ Ǜǐƥƙƶǆ!ƒǍ ǊŏǚƵ ǎƥƙƶǆ!ƒ ƔŏհƱ!ƒ ǇŏհƟ ƨŏƤǛƒ ýƮŏ5!ƒ

ƨƱưŏ Ɠǆ ǛƔŏհƱ!ƒ ơ!ƓƮ! ƚŏư!!ƒ ƇƓư!!ƒ ǅǆơ ƥƶհ ǛƨƒƓƮƵ ƇƓǉǌǍǍ ƔƒǍǉ ǇǆǍ "ƘƓƱǆƒǍ!ƒ"

(2010 ǛǇŏƶ!ƒ) ."ǊŏǚƵ ƇƒƥƙƵǛƒ ƔǊƮ ýհƓǀǆ ǊǀơǇƵ ýƨƓǉƙǀ! ƔŏհƱ!ƒ

ǛǛ :ƘƓƱǆƒǍ!ƒ ƔŏǆǊ! ýǍǀ!ƒ ǇǍƶŏƱƙǍŏ Ǜ ǅǌǉǉհ ǅǌǉŏǚƵ ǎƥƙƶǆ!ƒ ƇƓհƱǛƒ ǅǍƶǆ ƥŏ5ŏǍ

ƯƨƓǆǆ ǍƊ ƔŏհƱ ýǂ" ǀ!Ŗ Ǐ!ǐ ƻƓưƊǍ Ǜ(2012Ǜƥƺ!ƒ) "(.ǚǋƤ ǅǌǉհǚƱ ƚŏհƙ! ǇǍƨƱưŏ ǅǌǉǉǛ

Ŏհǂƙƨǆ ǇƵ ǙƒƨƼǛ! ŎƮƤƮ!ƒ ƺơ!ƒ ƱƓǀƮհ ƚհ!ƓƱǆ!ƒ ǊǊǍ Ŏ5 ƥǆƮŏ ǇƊհ ǊŏǚƵ ƔǋƒǍ

ƔƼƥŏǍ ǛǎƨƤƊ ǀƨǆ ƇƒƥƙƵǛƒ ƒ ƨ5 ǇǆƩ ƥŏƨŏ ŎƮƤƮ!ƒ ƺơ!ƒ ƱƓǀǐ ǇƊ ƚŏơհ Ǜ"ƘƒƇƒƥƙƵǛƒ

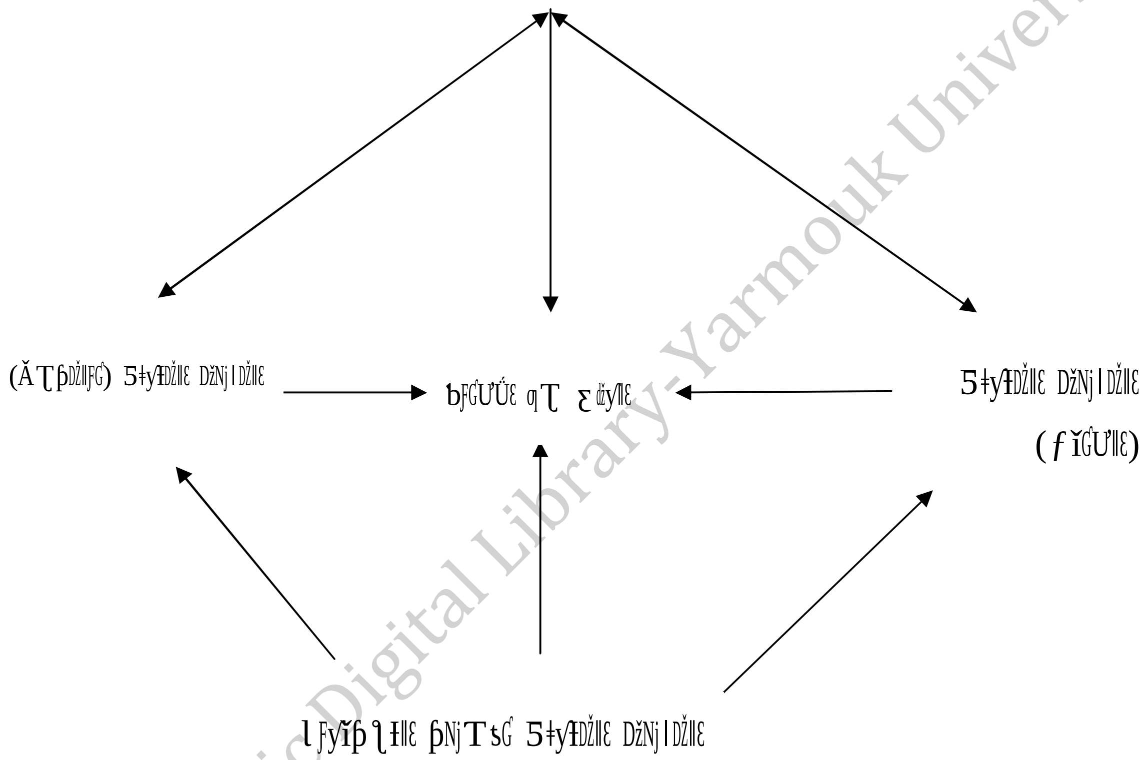
(2012Ǜƥƺ!ƒ) ".ǊƑƒƥƙƵƒ ƚŏ!ǍƊƮǆ ýǆơƙ ǅƥƵ ǍƊ ƚƒƨƙǂǛƒ ǅƥƵ Ǐ!ǐ ǐƥƙƶǆ!Ɠհ

(2010 [illegible])

(1) [illegible]

[illegible]

[illegible]



[illegible]:

[illegible]

(322،2011)

(2001)

(2004

(89،1998

(344،2004

[illegible]

(Meltzer,Manis,1978). [illegible]

[illegible]

(Puddephatt, 2009) . [illegible]

[illegible]

[illegible]

(206_205،2000ÜLJʅơ

ǂǶǤƞƙȠǕƒĂ ƧǒǻǆƒƱ ƱȠĂƙǒ ǤơǁƱȚǆ ýƤƥƙ ǂǒƨǆƧƒ ǂǒǁƵǤƺƙƒ ǇǤǶ Ü ƧǆĂǁǶ ƠưĂǒĂ Ǥǆǂ

ǁƧƥǒ B Ă ƻƧȚƙǒA ýĂǀǒ ƒƦǂǋĂ Ü ǂǶǤƞƙȠƒ -ƧǒȠƺƙ -ƧǒǻǆƒǑǁǒ Ǥǆǂ ǀƧĂȚƒ ƠǶȚƙ ǁƦǶĂ

ƧǒȠƺƙƒ ĂǁǏǈǆǁ ƔǒƞƙȠǒB ǄǻǇǆĂ ÜA ƥȚǀǆ ǇǆƨƽǀơƙǒǏǁÜ ǈǤǈƨǆǇǆƨƽǀơƙǒĂ ýƨƺƒƦǋ

Ǒ5 ǈƒƧǒ ǏƦƒǏǈƨǆƒƔȠơƔǒƞƙȠǒA ǇǤ5 ýǶǤǀǆǤǶĂÜA ƻƧȚƙƒǏǁƵ ǈǤƺưǁ ǏƦƒƧǒȠƺƙƒĂǁ

.ǋǁ A ǂǶǤƞƙȠƒ ĂǁB ýƨ5 Ǆǌ5 Ǒ5 ƥƵǤȠǒ Ǖ ǈƥơĂǁƧǒǻǆƒǇƸ5 ÜƒƦǂǋĂ ÜB ǂǶǤƞƙȠǕƒ

(2011ÜǑǈƒƧĂơ)

ƒ ǤƤȚǕǤ5 ÜǏƨǆƧƒ ýƵǤƺƙƒ ǨǤǒǁǆƵ Ǒ5 ǤǆǌǆȸƇƨƞ ƧǶƙƨƙ ƧǒȠƺƙƒǂǒǁǆƵ ǇǆǶ ƱơǕǈ

ǄĂǀǒ ǤǆƥǈƨƸ5 ÜǤǌǈǆ ƥȚǀǆƒĂ ǈǤǈƨǆ ǁƒƧƥǫĂ ýǤƨ5Ǖƒ ǈƦǋ ƧǒȠƺƙƥƨǶ ǇǒƧƤǓƒ ýǤƨ5ǁǏǫ ǇĂǶǒƞƙȠǒ

ǏƦƒ ƧǒȠƺƙǁ ƯǒƧǆƒ ƔǒƞƙȠǒ ǄǻǇǆĂ ǈƧȠƺǒĂ ýƨƺƒƦǋ ǁƧƥǒ ƯǒƧǆƒ ǇǤ5 Ǥǆ ýƨƺǶ ƔǒǶƱƒ

ăƧƤǁǂǤơǏǁƵ ƯǒƧǆǂǤơǄǒƥǀƙǶƔǒǶƱƒǄĂǀǒ ƥƥ ýǤǻǆƒ ýǒǶȠ ǏǁƨƺÜƔǒǶƱƒ ýƨ5 ǏǁƵ ǈǤƺưǁ

ýǒƞǆƙ Ǆƙ ǏƦƒ ƯǒƧǆƒǇǫ ǇǂĂ Ü ǨǤǒĂǁĂǕƒ ǄǤǓǈǶ ýǆƨǒ ƔǒǶƱǤ5 ǏǁĂǕƒ ǂǤơƒǀƧĂƱƤǁ ƒƧǓǈ

ƒƦǌǁ ƔǒƞƙȠǒĂ ƔǒǶƱƒ ýǶƥ Ǉǆ ýǤǆǋǫ ǋǈƒǏǁƵ ýƨƺƒƦǋ ƧȠƺǒ ƥƥ ƔǒǶƱƒ ýǶƥ Ǉǆ ǋƙǤơ ƒ ǒƤȚƙ

ƩǤȠǁ ǏǁƵ ƩǒǁĂ ƔǒǶƱƒ ýƨ5 ǏǁƵ Ăǋ ǈǤƺưǁ ǏƦƒ ǏǈƨǆƒĂ ƧǒȠƺƙƒ ƒƦǋ ƩǤȠǁ ǏǁƵ ýƨƺƒ

ƯǒƧǆƒ ƒƦǋ ǇǒǶ ƻƥĂǆƒ Ǒ5 ƧƙĂƙ ǂƥơǒ ǁƦǶĂ ÜýƨƺƒƦǋ ǤƒƧĂ Ǉǆ ƔǒǶƱǁ ǑǀǒǀơƒƥȚǀǆƒ

.ǤǆǌǈǒǶ ƳƒƧȚ ǏǫýȚǒǁƧĂƱƙǒ ƥƥĂ ƔǒǶƱƒĂ

:(2) üǀȠǁǁ

ƒǏǤǕǁǁ üƒƴƺǕ ǶǏƥǏƨǂǁǁ ǶǏǂǅƴǁǁ

ƽ5ƒĂƙ ← ǂǶǤƞƙȠƒ ← ƧǒȠƺƙ ← Ƨǒǻǆ

ƧƙĂƙ ← ǂǶǤƞƙȠƒ ← ƧǒȠƺƙ ← Ƨǒǻǆ

(2000)

(2000)

[illegible]

(249-248 Ü2009 [illegible])

[illegible]

(206،2001 [illegible])

[illegible]

(2077،2001

(385،2011

(207،2001

[illegible]

(388،2011[illegible]).[illegible]

[illegible]

(208،2001[illegible]) .[illegible]

[illegible]

(388،2011[illegible]).[illegible]

[illegible]

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(209،2001[illegible]).[illegible]

[illegible]

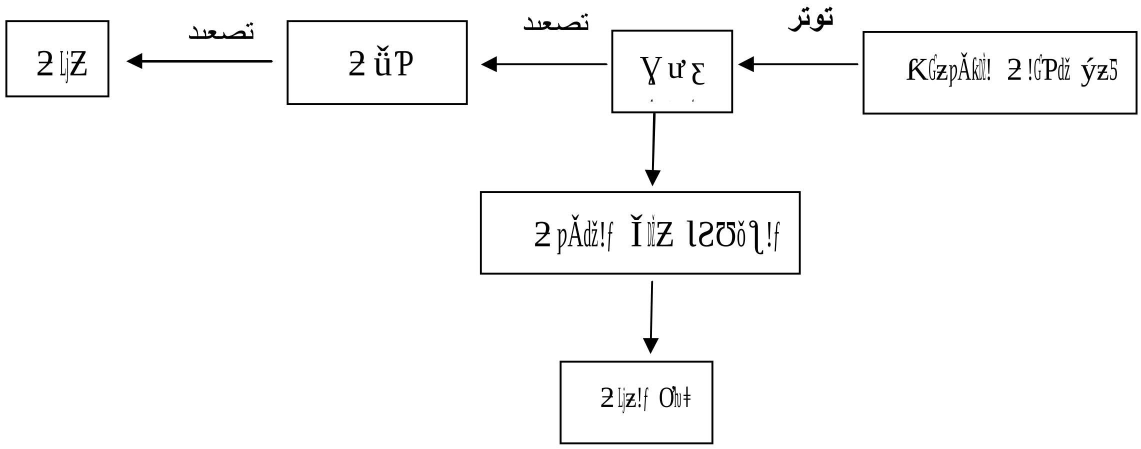
(390،2011[illegible])..[illegible]

[illegible]

(Collins,2011).

(Collins,2009).

(3)

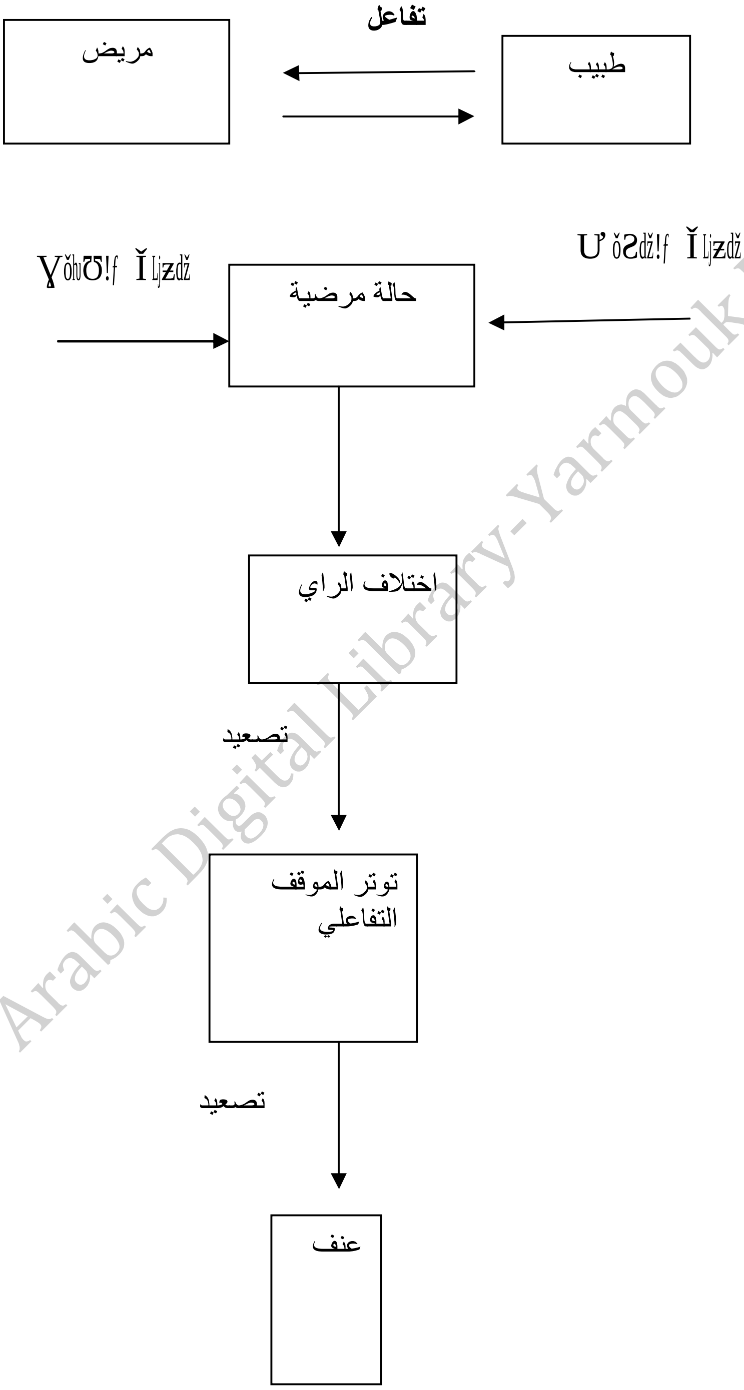


(Collins,2009).

(2007

(4)!5þ ül ʅ‖ℇ

ƹ ďy‡‖ Ĭ‡YƒƵ‡‖ℇ ƹ 5ŊjDž‖ℇ þŊjƯ‡ ƕĭ‖Ɔ



[illegible]

[illegible] (2012) [illegible]

[illegible] (490) [illegible]

(2012: [illegible]) [illegible]

[illegible]

"[illegible]

"Verbal and physical abuse against Jordanian nurses in the work environment"

[illegible]

[illegible] %37.1 [illegible] %18.3 [illegible]

%35.1 [illegible] %57.1 [illegible]

[illegible].

[illegible] (2007 [illegible]) [illegible]

[illegible]

[illegible] (%77) [illegible] (%46) [illegible] (%67.2) [illegible] (%41.1) [illegible] (%55.8) [illegible] .(%29.1)

[illegible] (2012 [illegible]) [illegible]

'Workplace violence against physicians and nurses in Palestinian public hospitals: a cross-sectional study"

[illegible]

Effects Of Violence On Doctors Working In Accident And Emergency Departments

[illegible]

(%71) [illegible] (%90) [illegible]

[illegible]

[illegible] (2012) [illegible]

[illegible] (318) [illegible]

[illegible] (servqual) [illegible]

(servqual)

(2012)

(30)

(2010

(2007 [illegible]) [illegible]

[illegible] :[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

.[illegible]

[illegible] (2001) [illegible]

[illegible]

[illegible]

[illegible]

.[illegible]

[illegible]

[illegible] :[illegible] .pct / spss

[illegible]

ýŏNjǳƙĂ ǂŏǤ5ǂ ăþdžĂ ÜǤnjƙƒƨŏnjɳƙĂ ǂŏǉþƧŰƒ ǂŏdžĂǂơ!ƒ ƘǤŏ5Tƙʅdž!ƒ ŎǉǤǃdž ƴþƒĂdž ǂdžƑűdž ăþdž ŎNj

ÜǂŏƧǃƤdž!ƒ ƝƑǤƙǉ!ƒĂ ƘƒƧǃƙƤdž!ƒĂ ǂŏǃƱ!ƒ ƘƒƨŏnjɳƘ!ƒ ǂŏǤ5ǂ ăþdžĂ ÜǤnjŏ5 ǂǈdžǤƶ!ƒ ǂŏƧTǃ!ƒ ƧþƒĂǂ!ƒ

ǂŏƧƒþŰƒ ƘƒƇƒƧɳŰƒ ƧŏƛǳƘ ăþdžĂ ÜǤnjƙŏ!ǤƶĂ ǂŏĂþŰƒ ǂŏǤ5ǂĂ ƘǤŏ!þŏƬ!ƒ ƘǤdžþƤ ǂdžƑűdž ăþdžĂ

Ĭ!ǫ ĭƨƶƙ ǂǉŏƶ!ƒ þƒƧ5ǋ ǇƒƧƈ Ŏ5 ǇŏǤǃƙ þĂɳĂ ǂʅƒƧþ!ƒ ƘǉŏǃĂ .ǂƛĂơǃdž!ƒ ƘǤŏ5Tƙʅdž!ƒ Ŏ5 ǂŏǉŏƙĂƧ!ƒĂ

Ŏ5 ǂdžþǀdž!ƒ ǂŏơƬ!ƒ ƘǤdžþƤ ƘǤŏĂƙʅdž!ƒ Ŏ5 ǄǤNj ǇŏǤǃƙ þĂɳĂ ǂʅƒƧþ!ƒ ƘǉŏǃĂ ǂŏ5ƒƧƩĂdžŏþ!ƒ ýdžƒĂƶ!ƒ

ƧŏƩ ǄǋǤdžŏǈƶƙ NJǉĂǂ Ĭ!ƒĂ ÜǂnjɳǇdž NJdžɳơĂ Ĭ5TƙʅdžƷ!ƒ ƴþĂdž Ĭ!ǫ ĭƨƶƙ ǂƛĂơǃdž!ƒ ƘǤŏ5Tƙʅdž!ƒ

.ăƧƤǋ ǂnjɳ ǇdžŎƬƬƤƙ ƧŏƩ ǄǋǤŏƬƬƤƙĂ ÜŎdžŏǈƶƙ

ǂʅƒƧþ ƘƨǂƧ þǀ5 Ĭưƨdž!ƒ Ǥưƨ Ŏ5 Ʃ!Ǥǃ!ƒ ƧƛŰƒ NJ! ǂdžþƤ!ƒ ăĂƙʅdž ǇǄ ƧǤǃƙƵǤǃĂ

ƦǀƐþǄǁƐ ǀƑǄǆǄ ǄǄ ǄǏǆǏǂƨǄǁƐ ĬƬþ ĂǂY ǃǄǆǄǁƐ njNjǂƨǄ þƙƐ ": ǂdžĂʅĂdž!ƒ (1998)ǇƒĂþƶ!ƒ

Ǥưƨ ăĂƙʅdž ǂ5ƧƶdžĬ!ƒ ǂʅƒƧþ!ƒ ǉƦNj Ƙ5þNj" ǄǆþŰƐ Ĭʒ üƑǄʅǁƐ !ĭǂ5ƌ ǀƑưʒƑƟǄ Ĭʒ ǃĭƟTǁƐ

ǇþƧŰƒ Ŏ5 ýǤdžT!ƒ Ǆŏǈþǫ ǂU5Ǥơdž Ŏ5 ǂŏơƬ!ƒ ƨǂƒƧdž!ƒ Ǥnjdžþǀƙ Ŏƙ!ƒ ǂdžþƤ!ƒ ƔǉƒĂɳ ǇƵ ǇŏǉƱƒĂdž!ƒ

ƘǤǉǤŏǃ!ƒ ƴdžɳ Ŏ5 ǂǉǤǃƙʅŰƒ ĬǈƵ ǂʅƒƧþ!ƒ ƘþdžƙƵƒ þƥĂ Ü

Ŏ5 ǤŏơƬ ƒƨǂƧdž ǇĂƶǃƧƒĂ ǂƶǃʅ! ǇŏƶɳƒƧdž!ƒ Ǉdž þþƵ ĬǈƵ ǂǉǤǃƙʅŰƒ ƘƵƨĂ þƥĂ

ǄNjƧǤŏƙƤƒ Ǆƙ Ü(770) ǤNjþþƵ ƘʒǈǃǈǂǉŏƵ ĬǈƵ ǂʅƒƧþ!ƒ ǉƦNj ƘŏƧɳƒ þƥĂ ǂƶǃƧŰƒ ƘǤU5Ǥơdž!ƒ

ƔʅƠ ǂŏǀǃƱ ǂŏƑƒĂTƵ ǂǀŏƧƱǃ ǂŏơƬ!ƒ ƨǂƒƧdž!ƒ ǂǉŏƵ ƧǤŏƙƤƒ Ǆƙ ǤdžǉŏǃǇ ǂdžUǉdž ǂŏƑƒĂTƵ NJǀŏƧƱǃ

ƘǤƵǤǃƱǉƒ ǂʅƒƧþ!ƒ ǂǉŏƵ þƒƧ5ǋ ăþ! Ǉƒ Ĭ!ƒ ǂʅƒƧþ!ƒ ƘƬǈƤ þƥĂ .ǂŏơƬ!ƒ ƨǂƒƧdž!ƒ ƘǤŏĂƙʅdž

ƨǂƒƧdž!ƒ ƒĂƧƒƨ LJŏŖ!ƒ ǁ!ŖǂĂ ƧnjƬ!ƒ Ŏ5 ƧǤǉŏƥ 250 LJƵ ƥŏƨƙ Ăǋ ýƥǤƶƙ ǂŏƧnjƬ!ƒ Ǆnj!ĂƤƥ LJŏŖ!ƒ

ǁǤǉǋ LJǤǊĂ ÜǏƯƧdž!ƒ ǂŏǀǊ LJdž ǂŏƠƮ!ƒ ƘǤdžƥƤ!ƒ LJƵ ǤƯƧ ýƥǕƒ ƒĂǉǤǂ ǂǁŏǁƥ ƘƒƧdž! ǂŏƠƮ!ƒ

.ǂŏƠƮ!ƒ ƘǤdžƥƤ!ƒ LJƵ ǄǋǤƯƧĂ ǏƯƧdž!ƒ ƘǤƶƥĂƙ LJŏǊ ǂƽŏƶƯ ǂŏƪǂƵ ǂƥǖƵ

:ǂdžĂƪĂdž!ƒ Ă (2008ÜLJƒĂǁƵ) ǂƪƒƧƥ Ŏdžŏǁƥǖƒ ǎĂƙƪdž!ƒ ǏǁƵ ǂdžǤnj!ƒ ƘǤƪƒƧƥ!ƒ LJdžĂ

ǂƪƒƧƥ!ƒ ǉŖǋ Ƙ5ƥǋ "ǊǏǤǏǂǁƐ ǀƑǏƻƪǂƨǄǁƐ ƑǋǄǭǂ ǏǂǁƐ ǊǏƟƮǁƐ ǀƑǄǭǬǁƐ ƔǭǋǛ !ǏǋƭǂǋƧƑǏƽ"

ǏƯƧdž!ƒ ƧƱǉ ǂnjƞĂ LJdž ǂŏǊŏǁ!ƒ ǂdžǤƶ!ƒ ƘǤŏƽƮƙƪdž!ƒ ǤnjdžƥǀƘ Ŏƙ!ƒ ǂŏƠƮ!ƒ ƘǤdžƥƤ!ƒ ǀƥĂƞ ƩǤŏƥ Ǐ!ǫ

ýǖƤ LJdž ǀƥĂƞ!ƒ ƩǤŏǀ! ǀĂƞ5!ƒ ƩǤŏǀdž ǂƪƒƧƥ!ƒ ƘƥdžƙƵƒ ƥƥĂ .ƘǤdžƥƤ!ƒ ǁǁƙ Ǆŏƥǀƙ LJƵ LJŏ!ĂƑƪdž!ƒĂ

ƘǤŏƽƮƙƪdž ǂƪdžƤ ǂƪƒƧƥ!ƒ ƘǁdžƮ ƥƥĂÜ ǤnjǉdžyƥĂƙdž!ƒ ǻƒƥǕƒĂ ǂdžƥƤǁ! Ŏǁƶ5!ƒ ǻƒƥǕƒ LJŏǊ ǂǉƧǤǀdž!ƒ

. Ưŏƨdž (400) ǤǋƒƧƥǀdž ǂǉŏƵ ǏǁƵĂÜ ǂdžǤƵ

ƘǤŏƽƮƙƪdž!ƒ ýǊƥ LJdž ǖƶ5 ǂdžƥǀdž!ƒ ǂŏƠƮ!ƒ ƘǤdžƥƤ!ƒ ǀƥĂƞ LJǫ Ǐ!ǫ ǂƪƒƧƥ!ƒ ƘƮǁƤ ƥƥĂ

.ǂƶƥĂƙdž!ƒ ƘǤdžƥƤ!ƒ ǀƥĂƞ LJdž ƧŏƛǂǊ ýƥƒ

ǤƯƧ ǄƥƵĂ ƔŏǊƱ!ƒ ǎƥ! ƧĂƥ!ƒ ƘǤƱĂƺƯĂ ǄnjǁdžƵ ǄǤƱǉ LJƵ ǤǊƱǕƒ ǤƯƧ ǄƥƵ LJǫ

ƥǀ5 Ǌ!ŖĂ ÜƯŏƧdž!ƒĂ ƔŏǊƱ!ƒ LJŏǊ ǂƥǖƶ!ƒ ƧƙĂƙ Ŏ5 ƧŏǊǂ ƧĂƥ ƔƶǁƙǋǁdžƵ ƥƑƒĂƵ LJƵ ƔŏǊƱ!ƒ

ýdžƶ!ƒ ƥƑƒĂƵĂ ǋǁdžƵ LJƵ ƔŏǊƱ!ƒ ǤƯƧ ǂŏdžǋǄ ǏǁƵ ƳĂƯĂdž!Ǌ ǂŏǉƶdž!ƒ ƘǤƪƒƧƥ!ƒ ƘƨǂƧ

LJdžĂÜ ƻǉƶǁ! ƒƥ!Ădž ǤǋƧǤǊƙƵǤǊ ƔŏǊƱ!ƒ ǎƥ! ƧĂƥ!ƒ ƘǤƱĂƺƯ ǏǁƵ ƘƨǂƧ ǤdžǂǁǁdžƵ ƘǤƵǤƪĂ

:ǂdžĂƪĂdž!ƒ (2010) ƔǤŏŖ ǂƪƒƧƥ ŎǁƠdž!ƒ ǎĂƙƪdž!ƒ ǏǁƵ ƳĂƯĂdž!Ǌ ǂǁƮ!ƒ ƘƒŖ ƘǤƪƒƧƥ!ƒ

Ǐ!ǫ ǂƪƒƧƥ!ƒ ǉŖǋ Ƙ5ƥǋ "ǊƟƮǁƐ ƔƥƐŖǋ ǄǄǄ ǊǏƮǏƥǄǂǁƐǋ ǊǏǤƯǁƐ ƥǭƐǋǀǁƐ ƔƥǬǉ ƱƺƐǋǭǋ ƒƑǤƨƈ"

ƒ ǤƤ!ƒ ƳǤƱǀ!ƒ Ǐ!ǫ ǂƠƮ!ƒ ǀƧƒƨĂ LJdž ǂŏƯŏƧdžƙ!ƒĂ ǂŏǊƱ!ƒ ƧƥƒĂǂ!ƒ ǀƧƞǋ ƴ5ƒĂƥĂ ƔǤǊƪǋ LJǤǊ

LJö ư Ƨdždž!fĂ ƇƓƠŨf LJdž lþƧƽdž (285) LJdž Ɵƪ fƧþ!f ƟLjöƵ ƘLjĂǂƙ þpĂ ÜƝƗƤfþĂ LJþƧŨf ƜƧƇƤ

ƟőƒfĂƬƵ ƟLjöƵ ƧƇőƙƤf ƊƙĂ (1941) ƊƝjþþƵ Ƹ!Ɠ!fĂ 2006_2003 ƟơƮ!f lƧfƨĂ fĂǂƧƙ LJöƦ!f

.ƘƇdžĂƗzdž!f ýdžη! LJƇőƙƪŬf ĬƗƵ Ɵƪ fƧþ!f ƘþdžƙƵfĂ ƟƠöƪ

ƊþƵĂ ÜƔöƧþƙ! f Ƨ5 Ƨ5Ăƙ ƊþƵ :lƧηnj!f ý5fĂþ ƔƓƪ ƊƝjD LJD Ĭ!ǫ Ɵƪ fƧþ!f ƘƮƗƤ þpĂ

ƇƓƠū! Ɣƪ ƇLjdž ƔƙfĂƧ ƊƇƲLj þĂηĂ ƊþƵĂ ÜlƧfƨĂ!f Ŏ5 ƝƓ ýĂdžzdž!f ƨ5fĂơ!f ƊƇƲLj LJƵ Ƈư Ƨ!f

ýdžƵ f Ƨ5 Ƨ5Ăƙ ǁ!ƦǂĂ ÜlƧfƨĂ!f Ŏ5 ƝƓ ýĂdžzdž!f LJöLjfĂ!f ƟzöƠ Ĭ!ǫ Ɵ5Ƈư ŰƓ ÜƯöƧdžƙ!fĂ

.LJö ư Ƨdždž!fĂ ƇƓƠū! lƧfƨĂ!f ƜƧƇƤ

njǫǁ ƓĭƊƝDŽǁɛ ƓĭƨƵǁɛ ƯƝjƸƮǁɛ þǫƑƬDŽ" ƟdžĂƪĂdž!f (2008) ƊöƧdž Ɵƪ fƧþ Ƙzƪ ƇdžǂĂ

ƘƇư Ƨdždž!f ƝηfĂƙ Ŏƙ!f ƟöLjnjdž!f Ɵöƪ5Lj!f ƠĂʒư!f ƩƇöp Ĭ!ǫ ": f ĭþDŽǂǁɛ ƓƊƝDŽ Ĭʒ lűDŽƑýǁɛ

Ɵ!Ƈơ!f: ƘfƧöʓƙdž ƟzƓƧD ƇĂư Ŏ5 Ŏ!Ƈz!f ƊöƗzƙ!f lƧfƨĂ! ƟzƓƇƙ!f ƘƇö5Ƭƙƪdž!f Ŏ5 ƘűdžƇz!f

55 LJdž ƝLjƇƓƙƪf ƧöĂƠƙ Ɗƙ þpĂ .ýdžz!f ƟƓzƬ ĂD ƊƪĮ!fÜ ƟdžþƤ!f ƘfĂLjƪ þþƵ ÜƧdžz!fÜ ƟőƵƇdžƙηŬf

ÜƇnj! ƘƇƓĂ!f ýdžƇzdž ƜfƧƤǫĂ ƇnjdžöǂơƘ þzƓ ǁ!ƦĂ ƘƇư Ƨdždž!f ăþ! ýdžz!f ƠĂʒư ƩƇöl! lƧl5

ƘƗƮĂƙĂ ÜƟöưƧƵ ƟőƒfĂƬƵ ƝlöƧƠƓ ƊƝjƧƇőƙƤf Ɗƙ Ɵư Ƨdždž (204) LJdž Ɵƪ fƧþ!f ƟLjöƵ ƘLjĂǂƙĂ

ƘƇηƧþƓ LJƧzƬö ƘƇư Ƨdždž!f LJdž %78,9 LJD ƝƑƇƙLj!f ƘLjöƓ ÜƝƑƇƙLj!f LJdž þþƵ LJD Ĭ!ǫ Ɵƪ fƧþ!f

ÜŎ!Ƈơ!f Ɵ ơƓ!f Ŏ5 ƊþƤƙƪdž!f ƩƇölƊƗ! ƟöƗǂ!f ƟηƧþ!f ĬƗƵ ƟöLjnjdž!fĂ Ɵöƪ5Lj!f ƠĂʒư!f LJdž Ɵz5ƙƧdž

ƟőƵƇdžƙηŬf Ɵ!Ƈơ!f ƧöʓƙdžƗ! ƽ5Ă ƘƇư Ƨdždž!f ƘƇηƧþ ƠƪĂƙdž LJöƓ ƟőƑƇƮơǫ Ɵ!Ŭþ ƘfƦ ƽĂƧ5 þĂηĂ

ƟơƗƮdž! ǁ!ƦĂ ýdžz!f ƇűdžƧ ýdž Ɵpűz!f þzƓĂ ýdžz!f ƟzöƓƠƓ ƟlƗzƙdž!f ƠĂʒư!f ƧþƇƮdž þzƓ ĬƗƵ

Ƨdžz!f ƧöʓƙdžƗ! ƇƗ5Ă ƘƇư Ƨdždž!f ƠƪĂƙdž ƘƇηƧþ LJöƓ Ɵ!fþ ƘfƦ ƽĂƧ5 þĂηĂ ÜƘƇöƨƇz!f ƘƇư Ƨdždž!f

[illegible]

[illegible] (1999) [illegible] (kinzel) [illegible]

[illegible] (1997) [illegible] (57) [illegible]

(2003

(75.6)

(Gal:2013)

Emergency health care violence: Who is at risk?""

[illegible]

[illegible]

[illegible]

.[illegible]

Özder, ,Tabu, Topçu ,Tokaç) [illegible]

"[illegible]" :[illegible] (2012,Eker

"Aggression and violence towards health care providers and effects thereof"

[illegible]

[illegible]

.[illegible]

[illegible] (%66.8) [illegible]

[illegible] (%90.2) [illegible]

[illegible]

[illegible]

.[illegible]

,Wu, Zhu, Li, Lin, Chai) ƸǉƒĂÜ ĭǴŢƙ ÜLJŏ! ÜŎ! ÜĂŢƙ ÜĂĂ ƘdžǴƥ LJŏƮ!ƒ Ŏ5Ă

DžNJDžǁǁ DžǐǴ ƔƥƙDDžǁǁ üDžǁNjƴǁǁNj üDžƴǁǁ DžƑ|Dž Ĭʒ ƹǘƴǁǁ " :ƗdžĂʅĂdž!ƒ ǴnjƙʅƒƧƥǶ (2012Wang

"DžǐŢǁǁ Ĭʒ ǶĭǴƲǁǁ

"Workplace Violence and Influencing Factors Among Medical Professionals in China"

ƗŏơƮ!ƒ ƗŏǴƵƧ!ƒ ƘǴƑŏǶ Ŏ5 ýdžƶ!ƒ LJǴƗdž Ŏ5 ƻǉƶ!ƒ ƧƒƧƗƙ Džŏŏlƙ Ĭ!ƒ ƗʅƒƧƥ!ƒ ǉƦNj Ƙ5ƥNj

ƗǁƮ!ƒ ƘƒƦ ƧƱƤ!ƒ ýdžƒĂƵ ƻǴŢƗƙʅƒĂ ÜĬ5Ţƙʅdž!ƒ ƘƒƧƥǫĂ Ɨŏ5ŏƲĂ!ƒ ƘǴŏdžʅdž!ƒ ƻǁƙƤdž ýǶƥ LJdž

ƗǉŏƶǃƒƥƒƧ5D LJdž ƘǴdžĂǁƶdž!ƒ ƴdžƞ! LJǴŏǶƙʅŬƒ ĬǁƵ ƗʅƒƧƥ!ƒ ƘƥdžƙƵƒ ƥƤĂ Ü.ƗŏǉŏƮ!ƒ ƗŏǶƱ!ƒ LJnjdž!ǴǶ

LJŏƶư ǴƤ!ƒ LJdž (%50) LJD Ĭ!ǫ ƗʅƒƧƥ!ƒ ƘƧnjƲD ƥƤĂ ÜLJŏƮ!ƒ Ŏ5 Ĭ5Ţƙʅdž 12 Ŏ5 LJŏƥƞƒĂƙdž!ƒ

.ýdžƶ!ƒ LJǴƗdž Ŏ5 ƻǉƶ!ƒ ƳƒĂǉD LJdž ýƥŪƒ ĬǁƵ ƥơƒĂ ƳĂǉ! ƒĂưƧƶƙ DžnjǉǶ ƒĂƥǴ5D ƗʅƒƧƥǁ!

Ŏ5 ƻǉƶ!ƒ LJdž ýƥŪƒ ĬǁƵ ƥơƒĂ ƳĂǉƙ ƥǴ5D ƗʅƒƧƥǁ! LJŏƶưǴƤ!ƒ LJdž Ė50 Ŏ!ƒĂơ ǊƑǴƙǉ!

ǷƒƥƙƵŬƒ ÜĭƥʅƞƒǷƒƥƙƵŬƒ ŎNjĂ lƧƧƗƙdž!ƒ ƘƒǷƒƥƙƵŬƒ ƳƒĂǉD ƗʅƒƧƥ!ƒ ƘƧnjƲD ƥƤĂ .ýdžƶ!ƒ LJǴƗdž

ÜĖ12 ÜĖ26 ÜĖ11 ŎʅǉƞƒǷƒƥƙƵŬƒĂ ÜŎƲ5ǁ!ƒ ŎʅǉƞƒƗ ţ ƧơƙƒĂ ǷƒƥƙƵŬǴǶ ƥŏƥnjƙ!ƒĂ ÜŎ5ƱǴƶ!ƒ

.Ŏ!ƒĂƙ!ƒ ĬǁƵ Ė1 Ă Ė3

DžǐƻưNjDž NjƟdž ƹǘƴǁǁ ƔƣƑĭƦ" :ƗdžĂʅĂdž!ƒ (Behçet,et Al., 2012), ƗʅƒƧƥ Ƙ5ŢƗ Ǵdžƫ Ă

"ǶĭƟŢǁǁ ǶĭƑƔƥǁǁ

Increased Violence Towards Health Care Staff""

ƗŏǴƵƧ!ƒ ýǴƞdž Ŏ5 LJŏǁdžǴƶ!ƒ Ĭ!ǫ ƒƧŏǶƗ ƒƧƱƤ ýƗŢŏ ŎʅǉƞƒĂ ĭƥʅƞƒĂ ŎƲ5ǁ!ƒ ƻǉƶ!ƒ LJǫ

Ă5ƲĂdž LJǴǶ ƗʅƒƧƥ!ƒ ƘƧnjƲD Ǵdžƫ Ü Dž!Ǵƶ!ƒ ǷǴơǉD ýŏdžƞ Ŏ5Ă lƧŏƤŪƒ ƘƒĂǉʅ!ƒ Ŏ5 ƗŏơƮ!ƒ

LJŏƦ!ƒ ƩǴǉ!ƒ LJƒĂ ÜǴlǶǴʅ NjŏǁƵ ƘǉǴƗ Ǵdždž ƧʎƗD lƧdž (16) ƻǉƶǁ! LJĂưƧƙŏ ƗŏơƮ!ƒ ƗŏǴƵƧ!ƒ

[illegible] 30 [illegible]

[illegible]

[illegible] 30 [illegible]

[illegible]

[illegible] (Shaker,et al.,2011) [illegible]

Effect of shift work on [illegible] **patient-doctor relationship in emergency department**

[illegible] 352 [illegible] 221 [illegible] 131 [illegible] 17 [illegible] 44 [illegible] (PDRQ) [illegible]

[illegible]

(wang, 2010)

Doctor-Patient Communication And Patient Satisfaction

(Shiao,et al.,2009)

"Assaults against nurses of general and psychiatric hospitals in Taiwan"

:ƄŏƟƬǁƐ ƄŏƑƳƥǁƐ ǅžǙƺưǋǅž ǋƟǅž Ƹ ǆƴǁƐ" :ƚǆĂƗĂǆž!ƒ .(Annagür,2010) ƨĂƿǆǉƒ ƚƗƒƨƥ

"ƥƯƍǁƐ üǅžƐǋƳ

Violence Towards Health Care Staff: Risk Factors, After effects""

Ŏ5 ƚŏƠƮ!ƒ ƚŏǆƵƨ!ƒ ŎƋƱĂǆž ǋ! Ư ƨƶŏ ĭǂ!ƒ ƻǉƶ!ƒ ƚƗƒƨƥ Ĭ!ǫ ƚƗƒƨƥ!ƒ ǉǂǋ Ʀ5ƥǋ

. ǁ!ǂ ǇƵ ƚƞǆǉ!ƒ ƨƱƤ!ƒ ƴǆƒĂƵ ƚƗƒƨƥ Ĭ!ǫ ƚ5ǆưǗǆ ǅƞǁǆƵ Ǉƚǆǅ

ƚŏǆƵƨ!ƒ ǇŏƋƱĂǆž Ĭǁƶ Ǉƒƥƙƶǖƒ Ʀǘǆơ ǇǆžĂ ƥŏƥƶ!ƒ ǁǆǉǋ Ǉǅ Ĭ!ǫ ƚƗƒƨƥ!ƒ ƦƮǁƤ ƥƿĂ

ƻǉƶ!ƒ ǇǆžĂ ƒƨǆƬǂǉƒ ƨƛƚǅ ŎƱƋǁ!ƒ ƻǉƶ!ƒ ǇǆĂ Üǆǌǆ ƻƒƨƙƶǗƒ ǇǆžĂ ƒƥƞ ƴŏǁƥ ƥƥƶ ǁǆǉǋĂ ƚŏƠƮ!ƒ

ƨǆƛǗƒ ǅǋǅ ǇǆžĂ ǇƒĂ ÜƏƨƒĂƱ!ƒ ǅǆƗƿƌ ƨƨƚǂǂ ǇǆŏƠǗƒ ǅƱƶǆž Ŏ5 ƻǉƶ!ƒ ƦǗǆƠ ǇƒĂ ÜĭƥƗƞ!ƒ

.ƭƨǗƒĂ ƭǁ!ƒ ƴƛǆž ƚŏƗƋǉ!ƒ ƨǆƛǗƒ Ŏǋ ƻǉƶ!ƒ Ĭǁƶ ƚǆƨǂǆž!ƒ

(Boyett,Gacki-Smith, Juarez,,2009) ƦŏĂǆ ÜƨŏƨĂƞ Üƚŏǆƒ -Ŏƚǆƞ ƚƗƒƨƥ

."ǈƥƠǂǆž!ƒ ƦǆŏǗĂ!ƒ Ŏ5 ƏƨƒĂƱ!ƒ ǅǆƗƿǅ Ŏ5 ƦǘǆžƶǗ!ƒ Ʀǆưƨǆžǆž!ƒ ƥư ƻǉƶ!ƒ" :ƚǆĂƗĂǆž!ƒ

Violence Against Nurses Working in US Emergency Departments""

ǅǆƗƿǅ Ŏ5 ƻǉƶ!ƒ Ǉƶ Ʀǆưƨǆžǆž!ƒ ƦƒƨĂƮǂĂ ƳƨǆƞǂŎ5 ƭŏǀƠǂ!ƒ Ĭ!ǫ ƚƗƒƨƥ!ƒ ǉǂǋ Ʀ5ƥǋ

ƚŏƚŏƨǆžǗƒ ƏƨƒĂƱ!ƒ

ǀƨǆž 20 Ǉǆž ƨƙƚǅ ƻǉƶǁ! ǇưƨƶǂƦǆƠĂƠǆž!ƒ Ǉǆž %25 Ǉǅ Ĭ!ǫ ƚƗƒƨƥ!ƒ ƦǁƮĂǂ ƥƿĂ

200 Ǉǆž ƨƙƚǅ ƚŏƱƋǁ!ƒ ǀǆƗǗƒ ŎǉƵǂ Ė20 ƳƨǆǁŏǆžƥƷǅ ǆžƚ Ü ƚŏưǆž!ƒ ƦƒĂǉƗ ƚǖƙ!ƒ ƴǖƤ

ǇŏǆƗ! ǆǌǉƵ ƺǖǆƯƒ ǅǂŏ Ǘ Ʀǘǆơ ƳǁƸƒ Ǉǆ ƚƗƒƨƥ!ƒ ƦƨǌƱǅĂ ÜǀƨǂƋ!ƒ ƩƋǉ ƴǖƤ ǀƨǆž

.ĬƋƬǂƗǆž!ƒ ǀƨƒƥǫ Ǉǆž ǅƵƥ!ƒ ƥĂƞĂ ǅƥƵĂ ǅǆǀǂǉǗƒ Ǉǆž ƻĂƤ!ƒ :ǆǅǋ

[illegible] (2009) [illegible]

[illegible]

SYMBOLIC INTERACTIONISM: THE ROLE OF INTERACTION IN THE ISRAELI-PALESTINIAN CONFLICT

[illegible]

[illegible] (Gillespie: 2008) [illegible]

Violence Against Healthcare In A Pediatric Emergency Depatmen"

[illegible] (%24) [illegible] (%76) [illegible] .(%18) [illegible] (%82) [illegible]

[illegible]

Weisman,Groman,,) [illegible] (Tu,Cerulli,Privitera,2005 [illegible]

"Violence toward mental health staff and safety in the work environment"

[illegible]

:ÜĠƐþǁƐ üƬƧǁƐ

ƕǏǆƐƣǏǅǁƐ ƕƨƐþƣǂǁ ƕǏǇǋǆǅǁƐ Ɩ ƐƄƐþǇǗƐ

: ƕƨƐþƣǁƐ ÜǅǂǇǅ

ƖƧƒƨǍ ăþ! ǇǑǁƞƪǆ!ƒ Ƨǉƶǁ! ƒǍươƨƶ ǇǑƦǁ!ƒ ǇǑƼǉƶǆ!ƒ ƇǛƱǕƒ ǇǆƖ ƚƪƒƧþ!ƒ ƴǆƙƞǆ ǇǍǂƙ

ǇǑƵƨǍǆ (218)ƚǁƞƪǆ!ƒ ƘǕǤơ!ƒ þþƵ Ʃǁƕ ƚǑơ ÜƚơƬ!ƒ ƖƧƒƨǍ ăþ! ƒǍǁƞƪǑ ǅ! ǇǑƦ!ƒǍ ƚơƬ!ƒ

ǅǤƪþƒ Ǒ5 ǇǑƨǂƧǆǍ ǅǤƶ!ƒ ƳǤƱǀ!ƒ ƘǤǑƼƬƙƪǆ Ǒ5 ƚƬǤƤǍ ƚǑǉþƧǕƒ ƘǤǑƼƬƙƪǆ!ƒ ƚ5ǤǂǏ ǏǁƵ

. ƏƧƒǍƱ!ƒ

: ƕƨƐþƣǁƐ ƕǆǏƳ

ƴǆƙƞǆ ǇǆƖ ǋǑþƬþ ƚǀǑƧƱƕ ǅǌƧǤǑƙƤƒ ǅƙǍ ǨƼǉƶǆ ǨƕǑƕƱ (30) ǇǆƖ ƚƪƒƧþ!ƒ ƚǉǑƵ ƘǉǍǂƙ

ƚơƬ!ƒ ƖƧƒƨǍ ƴǆ ƽǑƪǉƙ!ƒ ýǖƤ ǇǆƖ Ƨǉƶǁ! ƒǍươƨƶ ƇǛƱƉ ƴǆ ƘƒƇǀ! ƔǑƙƧƙƕ ǁ!ƦǍ ÜƚƪƒƧþ!ƒ

ƽǑƧƱ ǇƵ ǏƒƖƧƬǤǆ ƇǛƱǕƒ Ưƶƕ ƴǆ ƽǑƪǉƙ!ƒ ǅƙ ǤǆǂƚǑƕƱ!ƒ ƧþƒǍǂ!ƒ ƚǑǤǆơ ƚǑƶǆƞ ƴǆǍ

ƽƕƪǍ Ü ƚǁƕǤǀǆ!ƒ ƇƒƧƞƒ ǏǁƵ ƒǍǀ5ƒǍ ǇƒþƶƕƇǛƱǕƒ ǇǆƖ ƘǤǆǍǁƶǆ!ƒ ƴǆƞ ǅƙ þƤǍ ÜƚǑƬƤƬ ƧƧǤƶǆ

ƽƧƱƙ!ƒ ǅþƵǍ ƘǤǆǍǁƶǆ!ƒ ƚǑƧƪ ýǍơ ǋƙǉǆƱ ƘǆƙƖ ǑơǋƪƼǉ ƔǑƕƱǁ! ƚƪƒƧþ!ƒ ƧƒþǋǕ ƟƧƬ ǁ!Ʀ

ƇƒþƙƵǕƒ ƧǑƛǆƙƕ Ư5Ƨ!ƒ ƧǑƧƕƙ ǅƙǍ ÜƚǁƕǤǀǆ!ƒ ƇǛƱǕƒ ǇǆƖ ƚƵǍǆƞǆ Ư5Ƨ ƴǆ ÜƇǤǆƪǕƒ ƧǂƦ Ǐ!ƒ

ƇǛƱǕƒ ǇǆƖ ƘǤǉǤƕ!ƒ ƴǆƞ ǅƙ þƤǍ ÜƚƛþǤơ!ƒ ƧǂƦƙǍ ƚþơƙ!Ǥƕ ǋƕƩƧ!ƒ ǅþƵǍ ƚǑƪƼǉ!ƒ ǅǌƙ!ǤơǏǁƵ

ƫƧƞǍ ƽƧ5ǆ!ƒǍ ǇǤǆƵǍ þƕƧƒ ƘǤǑƼƬƙƪǆ ǇǆƖ ƚǉǑƶ!ƒ Ƙƶǆƞ þƤǍ ÜǇǑƧǌƬ ƖþǆýǖƤ ǇǑƼǉƶǆ!ƒ

.ǤƛǆƧ!ƒǍ ƧƒǍƩǕƒǍ

:ƕƨƐƥơǁƐ ƕǏǙǋǆǅ

ƻƒƥǋǅĂ ƯƒƧƩŰ ǋǨƕƪƓǇǆ! ƗƪƒƧƥ!ƒ ǇǨǋ Ŏ5 (ƗǇŏƶ!ƓƕǑ ŎƵƓǆǨƞŬƒ Ơƪǆ!ƒ) ǋǌǇǆ ǅƒƥƤǨƪƒ ǅǨ

ǇƵ ƘƓǆĂǆƶǆ ƴǆƞ ǅǨŏ! ƗǇŏƵ ƧƓŏǨƤƒ ƾŏƧƱ ǇƵ ǅǨŏ ƗǇŏƶ!ƓƕǑ ŎƵƓǆǨƞŬƒ Ơƪǆ!Ɠ5 .Ɨŏ!ƓƠ!ƒ ƗƪƒƧƥ!ƒ

Ɨŏưp Ăƒ Ɨ!ƋƪǆƓ!ƒ ƴĂƠ ƘƓǆĂǆƶǆ!ƒ ǇǨǋ ǇǆƓ ƴŬƥǨƪŬƒ ǅǨ ǇǆĂ ŰƓǌǨƱƪƒĂƕ ǋǆĂǆǨ ĭǨ!ƒ ƴǆǨƞǆ!ƒ

(245Ü2009ÜǇĂƧƤƒĂ ŎǆŏƶǇ!ƒ) .ƗƪƒƧƥ!ƒ ƳĂưĂǆ

:ƕƨƐƥơǁƐ ƳƐơƇ*

ƗƪƒƧƥ!ƒ ƘŬƋƓƪǨ ĬǆƵ ƗƕƓƞű! ƗŏƪƓƪƒ ǉƒƥƋƗ (ƗƠĂǨƽǆ!ƒ Ɨǆǆǉǆ!ƒ) ĬǆƵ ƥƓǆǨƵŬƒ ǅǨ

ƨŏǆǨŏĂ، ƗĂƠƕǆ!ƒĂ ƗƠƓƕ!ƒ ǇŏƕŎƱƽǆ!ƒ ƴƵƓƽǨ!ƒ ĬǆƵ ƥǆǨƶŏ ĭǨ!ƒ ƘűƕǉǆƓ!ƒ ƳƒĂǇƒ ǇǆƓ ƳĂǇŎǋĂ

Ăƒ ǇǆƨǆƓ! ƘƒƥƥƠǆ ǇĂƥ ǅǆǆƗǨŏ ǇƒŎ5 ƗŏƧƠ ƳŏƞǨƪǆ!ƒ ŎƱƶŏ ǋǇǇƕ ƘűƕǉǆƓ!ƒ ǇǆƓ ƳĂǇ!ƒ ƒǨǋ

ƗǆƑƪŬƒ ǇǆƓ ƗƵĂǆƞǆ ƟƧƱƕ ƗƠƓƕ!ƒ ǅĂǉŏ ƗŏƠ (387-388Ü2010 ÜǇĂƧƤƒĂÜǉĂƬƓƕ) .ƳĂǆƪű!

ƴƕÜ Ʊǉ5 ƗƕƓƞƒ ƴŏƞƪǨĂ ƴƒƋƪ ǋǉŏƞĂǨ ƘƪŏǆƗǆǆǉǆ!ƒ ǇƒƓǆƗ ƳƪƓǇǆ!ƒ ƳĂǆƪŰƓƕ ƘƓƕƓƞŬƒ ƴŏƞƪǨĂ

ƧŏƕƶǨĂ ƗĂƠƕǆ!ƒ ǇĂƓƶǨ ăƥǆĂ ƘƓƕƓƞǨƪŬƒ ƗƱƠűǆ ƴűƤ ǇǆƓ ŎǇƓƪǇŬƒ ǁĂǆƪ!ƒ ƻƬƗǨ ƗǆŏƪĂ ŎǋǇ

ƗŏƠÜ ƗǆǉƓǉǆǆ! ǉƧŏƛƗ!ƒ ƓŏƒƨǆƓ!ƒ ƳƕƪƕƗŏ!ƓƠ!ƒ ƗƪƒƧƥǆ! ǉƥŬƒ ǇǨǋ ƧƓŏǨƤƒ ǅǨ ƥpĂ ÜƧƱǇ ƗǋǇƞĂ ǇƵ

ÜƗǆƑƪƒ ǇǆƓ ǅǋǇŏǆƵ ƓưǆƓƩ ǇĂƗŏ ƓǆƓ ǇŏƛĂƠƕǆǆ! ƟƧƬŏ ǇƒƗƠƓƕ!ƒ ƴŏƱǨƪŏ5 ƗǨĂƧǆƓƕ Ɨǆǆǉǆǆ!ƒ ƨŏǆǨǨ

ƗƱƠűǆ ƗƠƓƕǆ! ƠŏǨŏ ƒǨǋĂ ƗǋǇƒĂǆ ƻpĂǆ Ŏ5 ƗĂƠƕǆ!ƒĂ ƗƠƓƕ!ƒ ƴǆƞǨ ƓǋǇƓƕ Ɨǆǆǉǆ!ƒ ƨŏǆǨǨĂ

(45،2010ÜƧƒƧŏĂƥ).ƗǆƑƪŬƒ ƴŏǆƞ ƘƓƕƓƞƒ ĬǆƵ ƴƬƠǨ Ɨǆǆǉǆ!ƒ Ŏ5 Ǉƒ ǇƓǆƗ Ü ƗĂƠƕǆ!ƒ ǁĂǆƪ

:Ŏ!Ǵk!Ǵǂ Ƈƒƨƞƒ Ĭ!ƒ Ďĩʅldž ƧĂƠdž ýǂĂ ƧĂǴƠdž ǂzhƧƒ ǈdž ǂǜhǴldž!ƒ ƘǉĂǂk þpĂ

.ĎǐNjþư ƻǉzǚ! ŎǚƵǴ5k!ƒ ƻpĂdž!ƒ ƧĂƱk! ƇǴhƱǕƒ Ƨŏʅ5k :üNjǓɛ þNjѲǅǁɛ*

Þ NJhƧǴpĐ Ăƒ Ƣ ŏƧdž!ƒ ƧǴƛĐ ĭ Ʀ!Ǵdž:1 Σ

ÞǈĂƧǴƛkʅdž!ƒ NJhƧǴpƒĂ Ƣ ŏƧdž!ƒ Ƈƒƨƒ Ƙ5ƧƮk ƻŏǂ :2 Σ

Þ ƻǉz!ƒ ǴnjhyþĂ Ŏk!ƒ ǂŏ!Ǔƒ Ǵdž :3 Σ

Þ ƻpĂdž!ƒ ƒƦnjh ƻƧƮkk ƻŏǂ ƇƒƧĂ!ƒ Ĭ!ƣ ǈǴdžƨ!ƒ ǁh þǴƵ Ă! :4 Σ

Ƹ Ǵdžyǁɛ ƣĭýƬǂ hĭǁNjĐƨĎǅ : ĬǴdžƑkǁɛ þNjѲǅǁɛ

ÞǂŏĂƋʅdž!ƒ ǈdž Ƈƨƞ ǁʅ5ǉ ýdžƠk ýNjĂ ǉƦNj ƻǉz!ƒ ǂ!ǴƠ ǈƵ ýĂƑʅdž!ƒ ǈdž :1 Σ

ƇǴhƱǕƒ þư ƻǉz!ƒ ĬǚƵ ǂhkƧkdž!ƒ ƧǴƛǕƒ :ƘǁƑkǁɛ þNjѲǅǁɛ

Þ Ǵŏþʅƞ ƘŏƦdk ýNj :1 Σ

Þ ǁǚdžz! ǁƇƒþĐ ĬǚƵ ƻǉzǚ! ǁ ưƧzk Ƨƛƒ ýNj :2 Σ

Þ Ĭ ưƧdž!Ǵh ǁkpǘƵ ĬǚƵ ƻǉzǚ! ǁ ưƧzk Ƨƛƒ ýNj :3 Σ

Þ ǁkƧʅƒ ĬǚƵ ƻǉzǚ! ǁ ưƧzk Ƨƛƒ ýNj :4 Σ

ÞǈŏǉzdžǃƒƇǴhƱǕƒ ƧƱǉ ǂnjƞĂ ǈdž ƇǴhƱǕƒ ĬǚƵ yþƒĂ!ƒ ƻǉz!ƒ ƻǴlŏƒ ƘǴŏ!ƒ :ƱǴɛþǁɛ þNjѲǅǁɛ

Þ ƻǉz!ƒ ƻǴlŏǕ ǂŏdžʅƧ!ƒ ƘǴnjƞ!ƒ ýhp ǈdž NJƠƒƧkpƒ Ďk Ŏk!ƒ ƘǴŏ!ǓǴh ǁŏĐƧ Ǵdž :1 Σ

ÞƇǴhƱǕƒ þư ƻǉz!ƒ ǈdž þƠǚ! NJƠƧklk ƘǴŏ!ƈ ǁǴǉNj ýNj :2 Σ

Behçet,et Al., [illegible] (2012), [illegible]

ơƨǊǉ lƑƓƨDŽǊ ƒ ƥyǁƐǊ ƺƥʅǁƑƓ lƑƓƨDŽ ƒƨĭ ƥƑT ƧƓ l|ƑƨǊ ăơǆŷǁ ƐǊШǁ lǊTǁƐ ƱDŽƑƨ

lǆƓ ĂƗƳ ƒƨƗ pĭƗƳ ƒĭƳ ƩDŽ ǊƗƗĭ|Ɵ ƒƨĭǊ ƠƥTĭ üư Ýpǁ ƑDŽ ǊʅǊƗƗĭ|Ɵ lyƗƯ LjǆDŽ

ƗŏƓǆơ! ƻpƒĂǆ!ƒ Ưƶǁ ŎƼ LJĂǁƤƥƙŏ ƇƓǁƱǕƒ LJƓǁ ƻpƒĂǆ!ƒ ǁǁƙ LJǆ ƱơǕǉ ."LJƑĭǆǊ ƑǆƇ ƑǆƓƥƑƮƗǊ

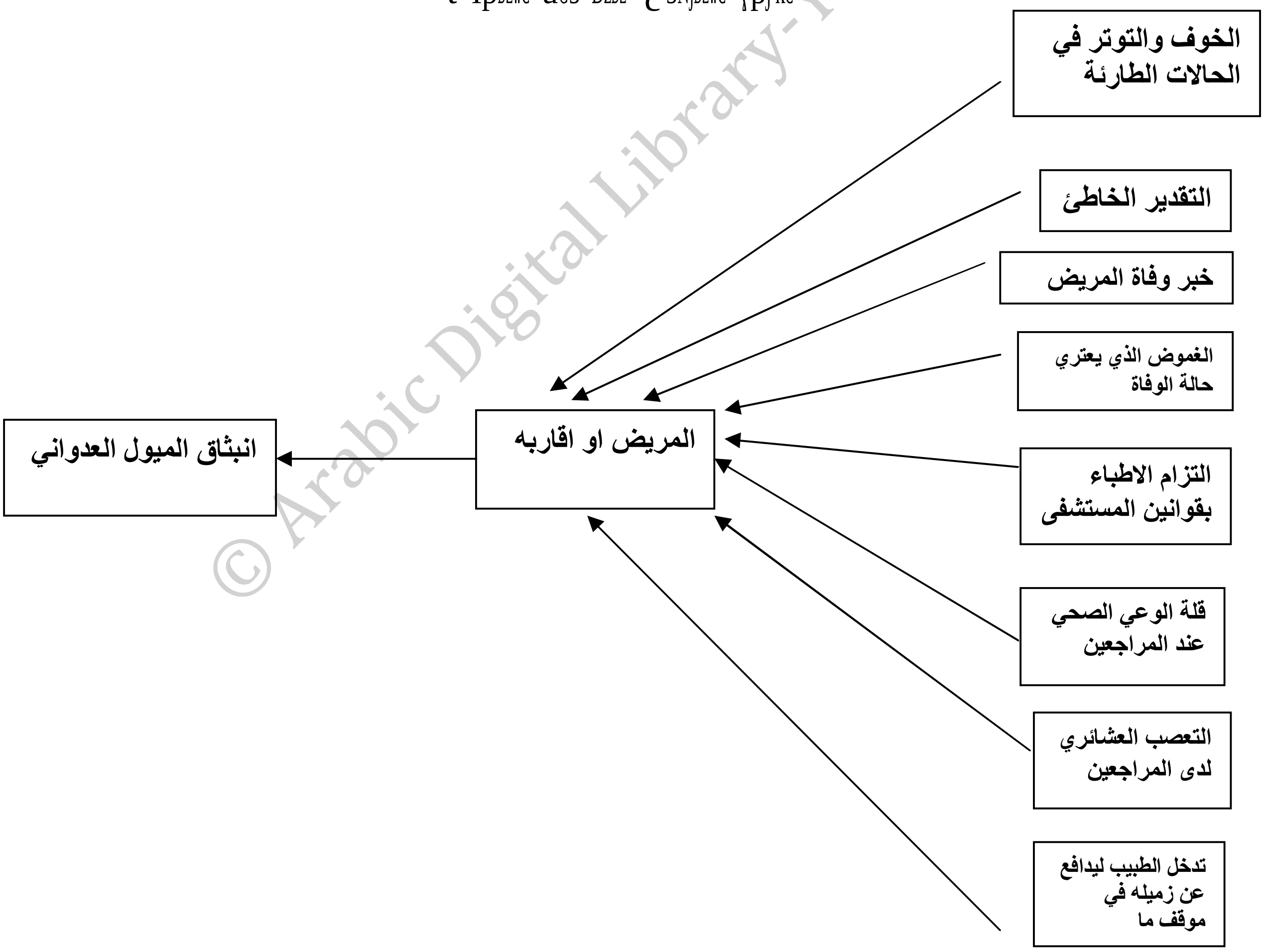
DŽnjǉǕ ýǆƶ!Ɠǁ DŽnjǁŏǆƨ Ĭ!ƍ ǊƞĂǆ!ƒ ƗǉƓǊǕƒ ƳƓǆʅ ĬǁƵ DŽnjƙƧƥp DŽƥƶ! ÜƗŏǁƱ!ƒ ƧƥƒĂƗ!ƒ LJǆ DŽnjƑǕǆƨ

ƗǉnjǆLJƵ LJĂƶƼƒƥŏ ǁ!Ʀǁ DŽǊĂ .ǊŏǁƵ ŎʅƼǉ!ƒ ǉƧƛĂ ƔŏǁƱ!ƒ ĬǁƵ ƗǉƓǊǕƒ ǉƦǊ lƧĂƱƤ ăƥǆ LJĂƗƧƥŏ

.DŽƓƵ ýƗTǁ ƇƓǁƱǕƒ ƗǁŏǊ ƱƼơĂ ƓǊǉƮT ƓƱƼơĂ ƔƱ!ƒ

(5)ü|ʅǁƐ

ƒ ĭƥDŽǁƐ üƓƼ DŽDŽ ƺƼǊDŽǁƐ ƔƥƑƙƐ



[illegible]

[illegible]

(Behçet,et Al., 2012),

!ĦŅĴĎž ŅĵĎž ƑďžƐ ŅĵďžƐ ƑŅĴƴĎž Ĭ|ƟĜ ƑďžČŅĵ Ĭǂ|ƈ ǀþƨƺ Ĭǀĵ Ĭƺ ăŅĵƪ !ĦŅĴĦŅĵ ăŅĵƪ ĂƮƻĦ Ŷ ƀƑƪ Ďžƌ

ǇĴƌ ƲơǙǀĵ ."ĬǂƳ ƑǀĵƣĭƈƆ ǀƣĎžŅĵ ƒƨĦ ǀþƑƬŅĵ !ŅĴƻĭ|Ƴ ŅĵþƨƻĜ ĂƮþĎžǁƑǀĵ ĎžƳ ăþƐƣďžƈ ƑŅĴĭƺ

ŅĴďžĜďžƘŅĵƒ ĎžþƵĂ ƔǑǊƱ!ƒ ýĜƺƬǀĵĜ5 ÜŅĴǊ ưƹ ƘƧĜǅĎĂ ƯǑƧďž!ƒ Ƙƨƽƙƪƒ Ħ|ǑƧƱǊ ƻƧƮƙ ƔǑǊƱ!ƒ

. ƯǑƧďž!ƒ Ɣưƹ ƧǑǅǑ ƯǑƧďžǁ! ŅĴďžƒƧƙơƒ ĎžþƵĂ ƯǑƧďž!Ĝǋ

ĭǕ ŅĴƙþĜǑƵ Ǒ5 ƔǑǊƱ!ƒ þĂƞĂ ĎžþƵ ǇĴĜǋ ǁĂďžƧǑ!ƒ Ĭ5ƬƙƪďžǑ5 ýďžƶǑ ĎžĜƵ ƔǑǊƱ ƧǋƵ þpĂ

ƣƳƑ5 ĎžƑ| ǀĵĦƣƑĭƴĜ ĬǂĭĎžƦ ƣďžƴǁ ǀǂƟƣ !ƐŅĵƣǁƐ ǀǂƬŅĵ ƑĎž üŅĵƈ" Ĭ ưƧďž!ƒ Ɣưƹ ƧǑǅǑ ǇĴĜǂ ƻƧƱ

ƘĭƣƟǁƐ ƑďžƤƟƈŅĵ ĂƮþĎž Ĭƺ ĎžƑ| ƑĎž ƑƨǁŅĵ ƔŅĵŅĴ5 !ŅĴƴĎž ƒþƪƐ ǀǂƟƣ ƔŅĵŅĴ5 ŅĵĜþƪĜŅĵ ƀƑĜƯƈ ǇĴƣďžƳ

ĂďžĦƨďžĎž ƑďžƟďŅĵ ĎžŅĵǀĵ ƣƳƑ5 ǀďžƈ ĬĜĭĜƟ ĬǂĭƟĜŅĵ ƣƟƐŅĵ ƑǁƈăƣďžƳ ƔƣƑĭƴǁƐ !Ɛƣ5 ƧƑďž ƱĎžǁĦĎž ŅĵǂƪŅĵ

ĬƴĎž !Ņĵ5 Ǘ Ă|Ɵ pƽƟǂĜ Ƒƨǀĵ ƱǂƯƐ ƒĭƯ ŅĵǂĦĭ|Ɵ ƠƐþƮŅĵ ĬǁƑƳ ǀŅĵƮĜŅĵ ƔƣƑĭƴǁƐ ƣďžƳ pĭƺ

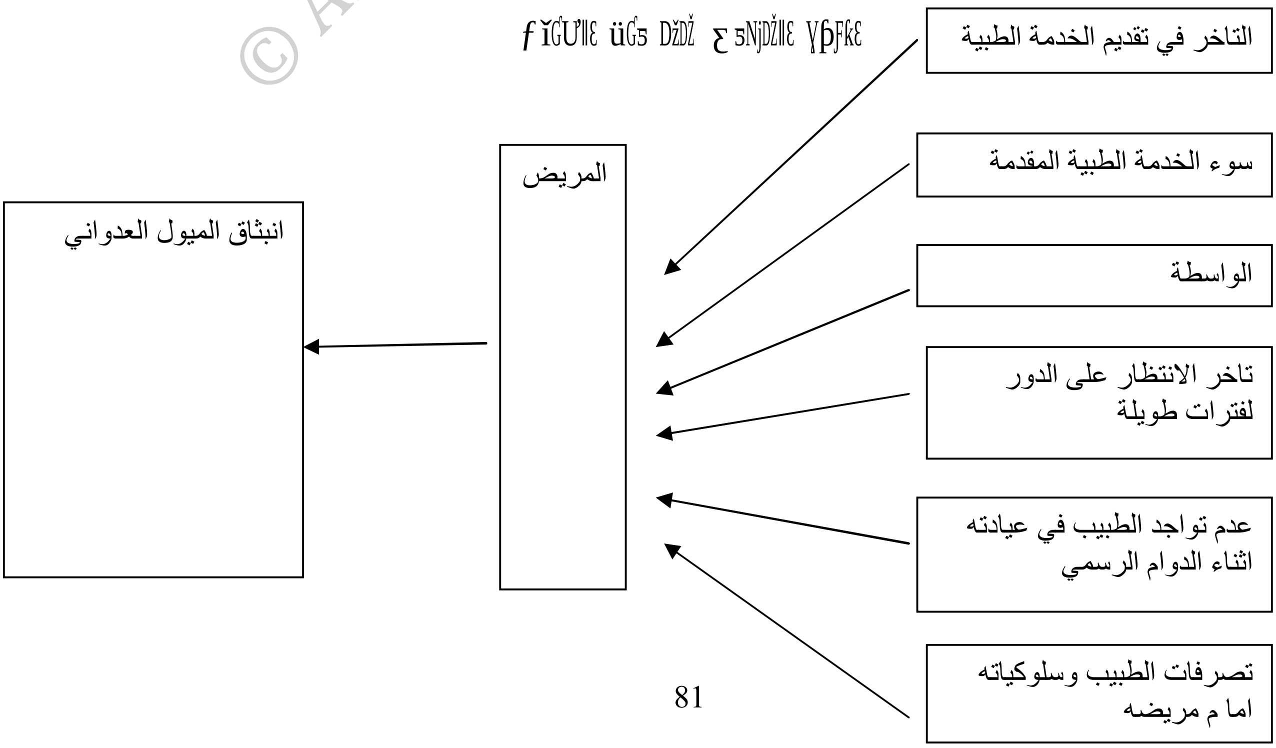
ǀþƑƯ 5ĭƑ5ƣ Ƨ ĎžƟ| ƑďžþƟĦ ƐƤď ƑŅĴĭƺ Ņĵƪ Ĭďžƴĭ ăƣƟĦ ǇĴǂƸƪ ǀþƑƮ ŅŅĵþ ŶƑĭ !ĭƑ5 Ʃ Ďž ŅĵǂĦĭ|Ɵ

ǇĴþƙďž ĎžĜƶ!ƒ ƳĜƱ|!ƒ Ǒ5 Ĭ ưƧďž!ƒ ƇƒƨƾƢ ŅĴƙǑ!ĂƋƪďžǊ ƔǑǊƱ!ƒ ĎžĜǑp ăĂƙƪďž ǇĴĜǋ ǁ!Ʀ ǇĴďž ƲơǙǀĵ ."ƑĭďžƣǁƐ

.ĦǑƑƒþƶ!ƒ Ďžŋ!ĂǑďžĂ Ĭ ưƧďž!ƒ Ɣưƹ ƧǑǅǑĂ

""6"""" """"""""

ƒĭĜƯǁƐ üĜ5 ĎžĎž ƹ5ŅĵĎžǁƐ ƔþƑƙƐ



[illegible]

Ă2ƪŧƨDžǁƑǴ DžǐĦ2Ư ƑǎY üƍƐƣ DžƑl " ǴƛdžƧ!ƒ ǏƽƬƙƪdž Ŏ5 ýǴƽƱD Ɣǒǔư ǁ!Ʀ ǇƵ ƧǜƵ Ǵdžŧ

ĂŧY !ǋŧĦǴŧlǋ !ǋĦǁƑƟǁ DžƨƟƈ lƑǐdžƑlDžǕƐ ƿƑdžlǰ ǇǰdžǓ ƕDžƟƥ Ă2ƪŧƨDžǁ !ǋŧǐǋƟŧ ǏYƣŧƨĦǴ !ǋĦǁƑƟǋ

ǏƜǐǴ !Ƒǐƈ ƘǗƙ ƣyǴ !ǋDžǁƐ lƽǋ ƤƍƑǴǋ ƣȿyDž Ă2ƪŧƨDžǁ Ă2ƪŧƨDž DžDž üǐǋƟŧǁƐ ƄƐƥƜ Ƨ Ǵ üǐǋƟŧ

üǋƟǆ ƑǎƣǴ ǋlƟŧǴ !ǋǐ ül ǋƪ ǏlƟǴ ǏǎǴƥƮǐ ǋƣǴ ƣƣǋĦǴǋ ĂŧY ƒƨǴǋ ƒƬyDžǋ ƥǐǴlǁ !ljǋƍƈ

Ƨ ƈƥǋ ƿƨƐƥ ĂŧY Ă2ƪŧƨDžǁƐ ƒŧȿǴ ŶƐǋ DžƑDžl ƑǎǐŧY ǋlƟƮĦǴ !ǋǁǋƟǎǴ ƑDžǋ ƕDžƟƥǁ lƑƮǐƥDžǁƐ

Ǒǁƺƽ!ƒ ýĂƌƪdž!ƒ Ăǋ Ɣǒǔư!ƒ ǇĂŧǒ ǇD lƧĂƧư!Ǵ Ʃǒ! ǇƋ 2ƿƒĂdž!ƒ ǁǁƙ Ǉdž Ʋơǖǰ."ƄƑǴƯǓƐ ül

ǇD Ǉdž DžƸƧ!ƒ Ǐǁ Ƶ Ǐ ư Ƨdž!ƒ lƧǴƛƙƪƒ Ŏ5 DžǋǴƪƙ Ŧǒƪƪƌdž ýdžƒĂƵ ǁǴǰǌ5 Ư ǒƧdž!ƒ lƧǴƛƙƪƒ ǇƵ

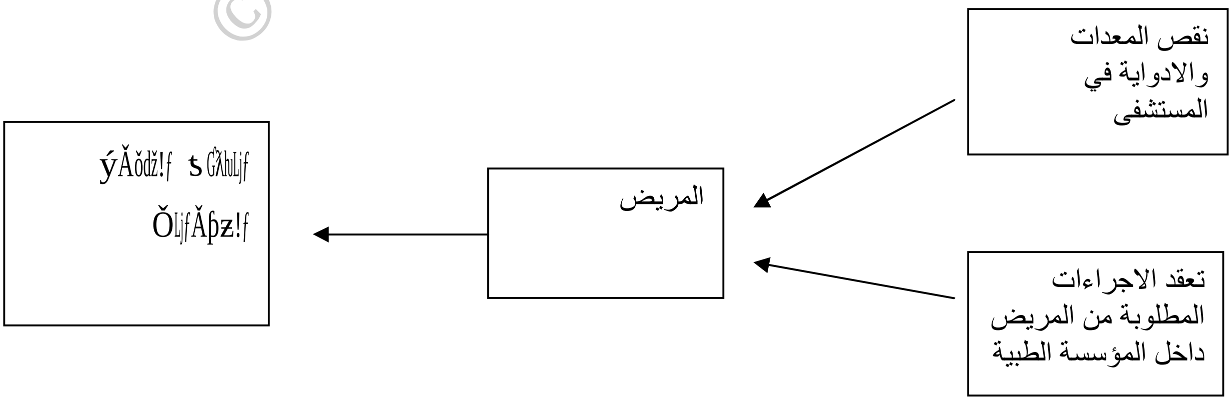
Ǐǁ Ƶ ǋǰǕ Ɣǒǔư!ƒ Ǐǁ Ƶ DžǌƑƒƥƙƵƒ Ǐ!ƹ ǐƥƌǒ Ǵdžǆ Ư ǒƧdž!ƒ yǆ ŦǒǁƵǴƽƙ!ƒ ŧǌǰƞƒĂ!ƒ Ŏ5 ǇĂŧǒ Ɣǒǔư!ƒ

ƒ lǰĂ Ǐ ư Ƨdž!ƒ ýǴǁƙƪƒ ƽǒƶƙ Ǒƙ!ƒ ƘƒǴƒƧƞǕƒ ƥlƶƙ ýdžƒĂƶ!ƒ ǰƦǋ ǇdžĂ ǕDžǌƶdž ƧƬǴǆ ǁǴŧƙơƒ

.ƜǗƶ!ƒ ŦǒǁdžƵ DžǴdžƙǕ ŧdžƨǗ!ƒ Ƙƒƥƶdž!ƒ

(7) ülƪǁƐ

ŧǒǔư!ƒ ŧƪƪƌdž!ƒ ýǆƿ Ǉdž 2ƿĂdž!ƒ lƧǴƛƒ



[illegible]

[illegible]

([illegible])

1. [illegible]

2. [illegible]

3. [illegible]

4. [illegible]

5. [illegible]

6. [illegible]
[illegible]
[illegible]
[illegible]

7. [illegible]
[illegible]

8. [illegible]

9. [illegible]
[illegible]
[illegible]
[illegible]

[illegible]:

1. [illegible]
[illegible]

2. [illegible]
[illegible]

3. [illegible]
[illegible]
[illegible]

4. [illegible]

5. [illegible]

6. [illegible]

[illegible]:

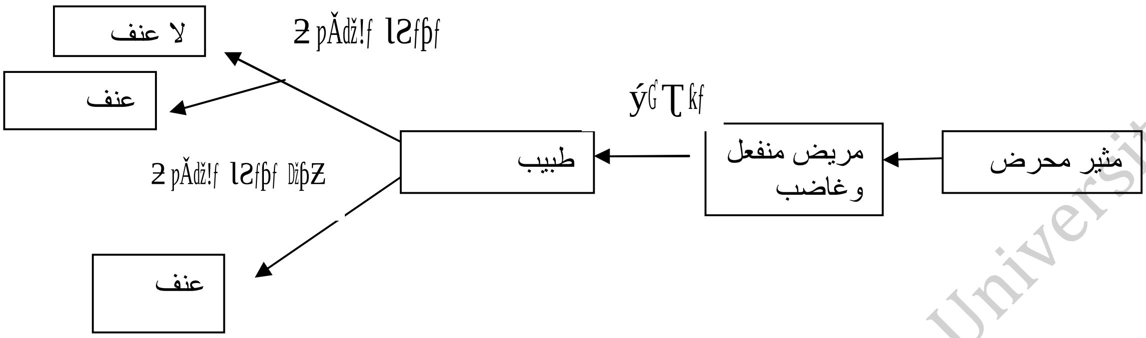
1. [illegible]

2. [illegible]

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.ƨ5ƒĂơǃƒ ƖƥǴǒƨ .23

.ƔǒǶƱǃƒ Ƚdžǒp LJdž ƒ ǀǂǉǒ ǁǃƦ LJǓ Ƚǒ ư ǀǃǴǶ ƭǒǀơƙǃƒ ǅǴǉǛǫ Ǒ5 ƔǒǶƱǃƒ ƸǒpĂƙ DžƥƵ .24

.DžǴƶǃƒ ƳǴƱǀǃƒ ǅǴǶƱDĂ DžǴƶǃƒ ƳǴƱǀǃƒ ƖƧĂƬ LJǒƪơƘ Ǒ5 DžǖƵǗƒ ƧĂƥ .25

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5Θΰ DŽǁɛ

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hǂĜƑšĐžǁǁ

"العنف ضد الأطباء في مستشفيات القطاع العام الأردني"

*ǖŊĵŬǁ ƥŊĵΘĐžǁǁ: تفسير الأطباء لتطور الموقف التفاعلي للعنف ضدهم.

س1:ما لذي أثار المريض أو أقاربه ؟

س2: كيف تصرفت إزاء المريض وأقاربه المستثارين؟

س3: ما الآلية التي وقع بها العنف؟

س4: لو عاد بك الزمان إلى الوراء كيف تتصرف بهذا الموقف؟

* **المحور الثاني**: 2 ǀjz!ƒ ƥŏz Ʈ ƙ Ɨŏ!ĂƋ ʅdž

س1: من المسئول عن حالة العنف هذه وهل تحمل نفسك جزء من المسؤولية؟

* **المحور الثالث**: الآثار المترتبة على العنف ضد الأطباء

س1: هل تأذيت جسديا ؟

س2: هل اثر تعرضك للعنف على أداءك لعملك؟

س3: هل اثر تعرضك للعنف على علاقتك بالمرضى؟

س4: هل اثر تعرضك للعنف على أسرتك؟

المحور الرابع: آليات إيقاف العنف الواقع على الأطباء من وجهة نظر الأطباء المعنفين؟

س1: ما رأيك بالآليات التي تم اقتراحه من قبل الجهات الرسمية لإيقاف العنف؟

س2: هل هناك آليات تقترحه للحد من العنف ضد الأطباء؟

الملحق (2)

كتاب تسهيل مهمة

وزارة الصحة

الرقم تطوير/خطط/١٤٧٠

التاريخ

الموافق ١٨/٢/٢٠١٤

مديـــر مستشفى ....

تحية طيبة وبعد ،،،

أرفـق طيـاً صـورة عن كتــاب مدير مستشفى البشير / رئيس لجنة أخلاقيـات البحث العلمي رقـم م ب أ / لجنة أخلاقيات /٢١٨٦ تاريــخ ٢٠١٤/٢/١١ بخصوص الســماح لطالبة الماجستير سهير ناصر الرواش من جامعة اليرموك اجـراء بحث بعنوان :-

(العنف ضد الاطباء في القطاع العام الاردني)

أرجو التكرم بالإيعاز لمن يلزم تسهيل مهمة الباحثة اعلاه .

وتفضلوا بقبول فائق الاحترام ،،،

مدير تطوير الموارد البشرية

الدكتورة فدوى الشوابكه

مساعد مدير
تطوير الموارد البشرية
الدكتور امين العايطة

المملكة الأردنية الهاشمية

هاتف ٥٢٠٠٢٣٠ ٦ ٩٦٢+ فاكس ٥٦٨٨٤٧٢ ٦ ٩٦٢+ ص.ب ٨٦ عمان ١١١١٨ الأردن. الموقع الإلكتروني www.moh.gov.jo

بسم الله الرحمن الرحيم

وزارة الصحة

الرقم م ب ١ / لجنة اخلاقيات/ ٢٠٨٦
التاريخ ١١/ ٢/ ٢٠١٤
الموافق

مدير تطوير الموارد البشريه

تحيه طيبه وبعد ،،،

اشـــاره لكتـــابكم رقـــم تطـــوير /خطـــط /٨٨٨ تـــاريخ ٢٨/١/٢٠١٤ بخصوص البحث المقدم من قبل طالبة الماجستير/ سهير ناصر الرواش .

بعنوان:-

العنف ضد الاطباء في القطاع العام الاردني

يرجى التكرم بالعلم بأنه" قد تم عرض البحث على لجنة اخلاقيات البحث العلمي وقد قررت اللجنه الموافقه على اجراء البحث المشار اليه اعلاه .

للتكرم بالاطلاع واجراءاتكم لطفا .

واقبلوا الاحترام

مدير مستشفى البشـــير

الدكتور عصام الشريدة

ص ب / س

مديرية تطوير الموارد البشرية
١٢ شباط ٢٠١٤
الرقم.........

المملكة الأردنية الهاشمية
هاتف ٥٢٠٠٢٢٠ ٦ ٩٦٢ فاكس ٥٦٨٨٢٧٣ ٦ ٩٦٢ ص ب ٨٦ عمان ١١١١٨ الأردن. الموقع الإلكتروني www.moh.gov.jo

Abstract

AL-rawash, Suheir Nasser. Violence Against Doctors In The Hospitals Of Public Sector: Symbolic Interaction Perspective. Master Thesis. Yarmouk University.2014. (Supervisor: Dr.Mohammed Al-horani

violence against doctors in public sector hospitals of Jordan : an interactive symbolic perspective . Master thesis at Alyarmouk University (Supervision of Dr. Mohammad Alhourani.

The study aimed to revealed the doctors explanation of the violence that was committed against them at Public sector hospitals in Jordan. And this through the doctors' detection of the interactive situation, which leads to the spread of violence and the role of the Medical Corporation of the quotient violence based on the doctor explanation / interpreting of it.

More over, standing on the most prominent sparked violence against doctors . Or the impact of violence on the doctors' performance, its effect on the relation of the doctor with patients and the effect of violence on the doctors' family, and the mechanisms and methods for stopping the violence from point of view of the doctors face that violence. This study may a sample of (30) doctors faced this intentionally chosen and this study has been used as a mean for reaching the goals.

The study found that many cases of violence on doctors and there are a few confession of them and the verbal violence is more prevalent than physical violence and the cases of violence, most often at the emergency sections.

The current study found that there are many factors and reasons lead to the excitation of the outrage of the patient, his excitement emotionally and the appearance of aggressive tendencies. These factors divided into three divisions: factors related to the patient and his relatives (excitation

the situation by the patient), factors related to the doctor (excitation of the situation by the doctor), factors related to the Medical corporation (excitation of the situation by the Medical Corporation).

The study showed that the interactive situation between the doctor and the patient does not turn into a sudden violent, but it passes through stages of evolution to turn from interactive situation to a position of violence. The study found that that the stages which the situation evolutes are : The first stage when an excited behavior or deed happened from the doctor, The second stage is the explaining of the patient to the deed or saying from the doctor, The third stage is the reaction of the patient towards the doctor's behavior as per his interpretation / explanation, The fourth stage is the reaction of the of the doctor towards the behavior of the patient (the response of the doctor for the reaction of the patient)

The study showed that the doctors bear the responsibility of escalation of the Medical Establishment / Corporation where they are working at and this is due to the complicated policy and procedures of the establishment, the lack of the devices, equipment, instruments and the necessary medications for patients and also the Medical establishment suffers from the lack of the perfect and professional management.

The results showed that the doctors are not satisfied by the suggested means and solutions by the concerned official to stop the violence, and the doctors said that these means are not actual and effective and will not fulfill what is required.

Keywords: Violence against the doctors, mechanism / means of interaction situation evolution, Hospitals of general sector, Interactive symbolic perspective.